

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE J		PAGE OF PAGES 1 49	
2. AMENDMENT/MODIFICATION NO. 0003		3. EFFECTIVE DATE 28-Jun-2010		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO.(If applicable)	
6. ISSUED BY U.S. ARMY TACOM CONTRACTING CENTER 6501 E. 11 MILE ROAD WARREN MI 48397-5000		CODE W56HZV		7. ADMINISTERED BY (If other than item 6) U.S. ARMY TACOM CONTRACTING CENTER DANIEL M. ORLANDO CCTA-HDC-D/MS 360 DANIEL.ORLANDO@US.ARMY.MI WARREN MI 48397-5000		CODE W56HZV	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)				X		9A. AMENDMENT OF SOLICITATION NO. W56HZV-10-R-A508	
				X		9B. DATED (SEE ITEM 11) 10-Jun-2010	
						10A. MOD. OF CONTRACT/ORDER NO.	
						10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.							
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).							
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:							
D. OTHER (Specify type of modification and authority)							
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this amendment is to correct the following information to the solicitation: 1. The following in Section G3 has been removed, "(see Section C, Key Personnel)". 2. The contract minimum has been corrected to read \$2 M. in Section B.3.5. 3. Clause 52.216-19 has been corrected to read \$1,000 for a minimum order amount. 4. Clause 52.215-4502 Partnering has been added. 5. The Phase-In period has been corrected to read 30 days in Section C. 1.12. 6. The duplicate L.3.3.2 has been corrected to L.3.3.2.1. 7. Exhibit 9 has been revised.							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
				TEL: _____ EMAIL: _____			
15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign)		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA BY _____ (Signature of Contracting Officer)		16C. DATE SIGNED 29-Jun-2010	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION B - SUPPLIES OR SERVICES AND PRICES

The following have been modified:

SUPPLIES OR SERVICES AND PRICE**CONTRACT MINIMUM/MAXIMUM QUANTITY AND CONTRACT VALUE**

The minimum quantity and contract value for all orders issued against this contract shall not be less than the minimum quantity and contract value stated in the following table. The maximum quantity and contract value for all orders issued against this contract shall not exceed the maximum quantity and contract value stated in the following table.

MINIMUM QUANTITY	MINIMUM AMOUNT	MAXIMUM QUANTITY	MAXIMUM AMOUNT
1	\$2,000,000	undefined	\$70,000,000

TASK ORDER MINIMUM/MAXIMUM QUANTITY AND ORDER VALUE

The minimum quantity and order value for each Task Order issued shall not be less than the minimum quantity and order value stated in the following table. The maximum quantity and order value for each Task Order issued shall not exceed the maximum quantity and order value stated in the following table.

MINIMUM QUANTITY	MINIMUM AMOUNT	MAXIMUM QUANTITY	MAXIMUM AMOUNT
1	\$1,000	undefined	\$5,000,000

B1. CLAUSES AND PROVISIONS

1.1. Clauses and provisions from the Federal Acquisition Regulation (FAR) and supplements thereto are incorporated in this document by reference and in full text. Those incorporated by reference have the same force and effect as if they were given in full text.

1.2. Clauses and provisions in this document will be numbered in sequence, but will not necessarily appear in consecutive order.

1.3. Sections K, L, and M will be physically removed in the award document, but will be deemed to be incorporated, by reference.

1.4. Section I clauses 52.219-6 apply to the Schedule.

B2. GENERAL PROVISIONS

2.1. The offeror shall not place any information in section B of this solicitation. All of the required information shall be entered into Attachment 1, Pricing Worksheet.

2.2. Contract Line Item Number (CLIN) structure will be in the contract award documents. This is an Indefinite-Delivery/Indefinite Quantity (ID/IQ) service contract utilizing Firm-Fixed-Price (FFP) monthly or labor hour task orders that may include cost reimbursable CLINS for travel or supplies in accordance with Federal Acquisition Regulation (FAR) Part 12 and will utilize FAR part 15.3 for evaluation purposes.

2.3. Only the Contracting Officer executing this contract and the Successor Contracting Officer has the authority to modify the terms and conditions of this contract.

2.4. Any services to be furnished under this contract will be ordered by issuance of Task Orders. Pursuant to Section 843 of the National Defense Authorization Act for Fiscal Year 2004 (PL 108-136) such orders may be issued from date of contract award until the last day of the basic contract period provided the performance period of the Task Order does not exceed the end of the fifth year of the contract. The total term of the contract, any extensions, and any performance there under may not exceed five (5) years, 120 days. The Government reserves the right to modify this clause to incorporate future statutory changes.

2.5. The Government reserves the right to issue additional solicitations and award additional contracts within the activities covered by this contract. This is not a Requirements Contract.

B3. CONTRACT CEILING AND MINIMUM ORDERS

3.1 Contract Award: As a result of this solicitation utilizing the evaluation procedures defined in FAR 15.3, Source Selection and detailed in Section M, the Government intends to award a single IDIQ contract utilizing the labor categories contained in Section J Attachment 1

3.2. NAICS codes for the Schedule is as follows:

3.2.1. Schedule I – Information Technology Professional & Technical Support Services (100% set-aside for Small Business Concerns)

3.2.1.1. Schedule I Group A – Information Technology Professional & Technical (Exempt) Support Services

3.2.1.1.1. 541513, Computer Facilities Management Services: size standard \$25M

3.2.1.2. Schedule I Group B- Information Technology Technical (non-exempt), and Support Occupation Support Services

3.2.1.2.1. 541513, Computer Facilities Management Services: size standard \$25M

3.3. The resulting contract will include five ordering years.

3.4. Contract Ceiling: The maximum value of the contract will not exceed \$70 M over the life of the contract, (All ordering years). This contract ceiling is the Government's most optimistic scenario with respect to monetary appropriations, future requirements, and work currently being accomplished. In the event that the \$70M capacity is exhausted prior to the end of the contract term, it is possible that additional (within scope) capacity may be added in order to facilitate resolicitation of the requirement.

3.5. Contract Minimum: The minimum value of the contract will not be less than \$2 M over the life of the contract. The Government guarantees this amount over the first ordering year of the contract. No separate guarantee exists for each ordering year.

- 3.6. The Historical data found in Section J Exhibit 1 represents a realistic approximation of hours based on the best information available at the current time. These are estimates only. The Government is not obligated to order more than the stated minimum for the basic contract period. Historical data is provided in Exhibit 1.

B4. LABOR CLASSIFICATIONS

- 4.1. Labor classifications in the Schedule at Section J Exhibit 6 are definitions for the type of personnel required to perform the services covered in the performance work statement (PWS) and resulting Task Orders. The Government reserves the right to add additional classifications for similar type work based on Army requirements.
- 4.2. The Government will issue performance-based Task Orders to the Contractor for individual tasks or projects. Performance requirements for individual Task Orders are developed at the installation where work is to be performed. Each individual Task Order will specify the task, location, service to be provided, performance measurements, the labor classification the Government has determined applies. The Contractor shall provide all necessary labor, supervision, materials and management to accomplish the requirements of the Task Order.
- 4.3. The labor categories individually priced rates will be used to price individual Task Orders.
- 4.4. In the event the Contractor is unable to fulfill requirements in a timely manner, the Government reserves the right to obtain services from another source. A pattern of continued inability to fulfill requirements may constitute the basis for considering remedies under Termination clauses or for not exercising an option period. This is not a requirements contract and the Government reserves the right to obtain services from other sources.

B5. PLACE OF PERFORMANCE

- 5.1. The Contractor is expected to normally perform work under this contract in various customer agency locations, as well as non-government facilities when applicable. The place of performance will be specified in the individual Task Orders.
- 5.2. Requirements for the contracts include work in Government facilities, and off-site locations which will be specified in each Task Order.

B6. OVERTIME, HOLIDAY AND WORK AT NIGHT

- 6.1. Overtime. Any overtime rates will be negotiated in advance of issuing individual Task Orders.
- 6.2. Work Required To Be Performed At Night. Any night or differential rates will be negotiated in advance of issuing individual Task Orders.
- 6.3. In the event performance of a task requires non-exempt employees to work in excess of an “established” normal workweek (usually 40 hours), thereby making the contracted employee eligible for an overtime premium, the Health and Welfare benefits will not be applied in calculating the loaded hourly rate. The overtime premium shall be computed as follows:
- 6.3.1. Hourly rate (proposed labor category rate) X 1.5 = Overtime hourly rate
- 6.3.2. The Contractor shall bill for overtime hours based on an overtime markup percentage that results in the recovery only of FICA, FUTA, SUTA and Workman’s Compensation costs for the overtime portion of the payment. This means that, for one hour of overtime, the Contractor shall recover costs in the same amount for their percentage markup as the Contractor would receive for any base hour at a straight time rate.
- 6.3.3. In conditions where work is required on a Federal holiday (such as a federal facility that is open on holidays), the Contractor shall pay its Service Contract Act applicable employees who work on the

holiday regular pay for the hours worked on the holiday plus holiday pay in accordance with the Service Contract Act.

6.3.4. Liability for a Contractor employee's vacation is the responsibility of the Contractor by whom the person is employed at the time the contracted employee becomes eligible for vacation, i.e., the employee's anniversary date of employment (this could include time spent on a predecessor contract as well as time spent under the current contract). (See DOL Title 29 of the Code of Federal Regulations, Labor Standards for Federal Service Contracts, Part 4).

6.3.4.1. Since all costs associated with vacations and holidays are the exclusive responsibility of the Contractor; the Contractor's markup percentage must include these costs. The only exception to this requirement would be if a specific statement were included in the wage determination, which makes an exception to the general rule.

B7. OTHER DIRECT CHARGES

7.1 As indicated in Section C, the Contractor may be required to obtain supplies, equipment, travel or services related to the performance of the task. Only supplies, equipment, travel or services specifically authorized by the Task Order will be reimbursed.

7.1.1. The Government will pay only the actual amount (net-net) paid to the vendor for supplies, equipment, or services related to the performance of the task. Unless otherwise stated in the Task Order, no handling charges, burden, G&A or profit will be paid on these actual costs.

7.1.2. Travel costs shall be reimbursed utilizing the Joint Travel Regulations as applicable from FAR 31.205-46 for locality per diem rates. The travel costs will be reimbursed to include previously negotiated handling rates. Travel shall not be reimbursed for travel within a 50-mile radius of the place of performance stated in the contract. No G&A or profit will be paid on these actual costs, however a set administrative handling fee, if proposed, may be allowable.

B8. PROMOTIONAL PRICING

8.1. The Contractor is permitted to offer "promotional" terms when specific Task Order conditions and/or volume offer sufficient business potential to warrant special discount prices to the Government. Contractors may either offer promotional pricing in response to a Task Order request or in a written proposal at any time it is advantageous to the Government.

SECTION C - DESCRIPTIONS AND SPECIFICATIONS

The following have been modified:

PERFORMANCE WORK STATEMENT

C1. General Requirements

1.1. Overview

1.1.1. Network Enterprise Center – Detroit Arsenal (NEC-DA). The NEC-DA is an Information Technology Infrastructure Library (ITIL) based organization that provides Command, Control, Communications, Computers, Information Management (C4IM) support to business centers located on the Detroit Arsenal and supported satellite organizations that include enterprise leadership for installation C4IM services. The NEC-DA consists of three Divisions; Service Management Division, IT System Support Division, and the Information Assurance Division.

1.1.1.1. US Army Signal Network Enterprise Center (Detroit Arsenal) is assigned to the U.S. Army Network Technology Enterprise Command (NETCOM) as part of command realignment and directly aligned under the 106th Signal Brigade located at Ft Sam Houston, Texas. NETCOM will provide centralized management and technical control for installation NECs in the Army. The Army is in the process of consolidating external network interface points, enterprise applications and servers into Army Area Processing Centers (APC) with the objective of improving network security management and obtaining operational efficiencies Service wide.

1.1.1.2. The Army's strategic Global Network Enterprise Construct (GNEC) objectives are to enable network dependent operational and training capabilities, establish Army Enterprise within Joint Enterprise construct, dramatically improve Computer Network Defense / Information Assurance posture, and realize economies and efficiencies – without compromising effectiveness. The Army GNEC efforts will be a phased approach at the installation level projected FY10-15 to improve Network Defense & Standardize Network Management & Security Tools. As part of executing this vision, the Army is standing up Area Processing Centers (APCs) within CONUS to provide above installation common consolidation points for application and server hosting for common user IP services. The APC capabilities include an improved Army network security perimeter, server and application hosting, electronic mail, storage management, and Network Operations (NETOPS). The Army GNEC initiative will dictate the level of services performed by the NEC-(Detroit Arsenal) and the method in which these services are to be performed. This initiative will have a dynamic impact to services required under this PWS.

1.1.2. Tenant Organizations. The NEC-DA provides support to six major Army tenants and the Army Audit Agency (AAA), U.S. Army Corps of Engineers (USACE), 902nd Military Intelligence (902nd MI), Defense Automated Printing Services (DAPS), and the Defense Contracting Management Agency (DCMA). The six major Army tenants include:

- Tank Automotive Command (TACOM) Life Cycle Management Command (LCMC) consists of the U.S. Army TACOM, Program Executive Office Combat Support and Combat Service Support, Program Executive Office Ground Combat Systems, and Program Executive Office Soldier. The TACOM LCMC unites all of the organizations that focus on soldier and ground systems throughout the entire life cycle.
- Program Executive Office - Ground Combat Systems (PEO-GCS) manage the development, systems integration, acquisition, testing, fielding, sustainment and improvement of Ground Combat Systems in accordance with the Army's Transformation Campaign Plan to ensure safe, effective, suitable and supportable capabilities are provided to the Warfighter while meeting cost, schedule and performance goals. The PEO-GCS is a command partner in the TACOM Life Cycle Management Command.
- Program Executive Office - Combat Support & Combat Service Support (PEO-CS&CSS) focus is on equipping and supporting the joint warfighter through development and fielding of systems with increased capability which support DOD jointness objectives, using a system of systems approach, maximizing modularity, and enabling a more expeditionary force.
- Tank Automotive Research Development Engineering Command (TARDEC) provides full service life cycle engineering support to the TACOM Life Cycle Management Command, the Program Executive Office for Ground Combat Systems, the Program Executive Office for Combat Support and Combat Service Support, and the Program Manager for Future Combat Systems Brigade Combat Team
- Program Executive Office - Integration is the cornerstone of Army modernization. PEO - Integration provides Soldiers and leaders with leading-edge technologies and capabilities allowing them to dominate in asymmetric ground warfare while allowing the Army to build a force that can sustain itself in remote areas.
- TACOM Acquisition Center Contracting Center (TCC) provides comprehensive acquisition, contracting, business, advisory, and industrial base services in acquiring, fielding, and sustain TACOM and PEO systems in support of the soldier.

1.2. Scope of Services

The Contractor shall provide all personnel, management, equipment, tools, supplies, materials, transportation, and any other items and services necessary to perform the functions of this PWS except those which are made available by the Government and specified in Section C-3 of this document. The Contractor shall provide the above services in accordance with the terms, conditions and specifications of this PWS. The Contractor shall assume total responsibility for all requirements herein on the commencement date of the performance period. The Contractor shall provide common user and mission Information Technology services in support of the NEC-DA mission and supported tenant activities.

The services provided shall be IAW the current approved C4IM service list Section J Exhibit 1 as approved by DA CIO/G6 and contained in the Single DOIM Action Plan (SDAP). The Contractor shall provide all required aspects of operate and maintain (O&M) support: To include Tier 1, II, or III depending on the nature of the task and the customer in support of each instance. These functional categories include helpdesk, system and network management, network security, collaboration, performance management, and enterprise management.

- Tier I is defined as the first tier of support that includes basic maintenance activities. Tier I activities include system administration, back-up procedures, network maintenance, database management and helpdesk basic troubleshooting. The Contractor shall provide Tier I support/coordination of enterprise issues.
- Tier II activities include supporting Tier I personnel, advanced troubleshooting (e.g., application and script-level troubleshooting), hardware/software updates, fixes and new releases, monitoring of current network and enterprise environment. Tier 2 is day-to-day operational functions.
- Tier III includes advanced maintenance activities that are performed by subject matter experts as well as those issues that cannot be resolved by Tier II. Tier III shall accomplish specific application troubleshooting and escalating issues to original equipment manufacturer (OEM) or application vendor. This tier would also be involved in architecture design decisions, integrating various technologies and project reviews to determine if requirements exceed current infrastructure. This tier includes the OEM, application vendor or high-level consultant on a case-by-case basis.

1.2.1. Functional Areas

The work to be performed by the Contractor is summarized here and described in detail in Section C-5 of this PWS and individual Task Orders (TO):

- **Information Assurance Services** -Necessary infrastructure and management services to protect information and information systems from unauthorized access and to protect the data within systems
- **Automation Services** - Electronic messaging; database administrative services; desktop, software, and peripheral support services; web support services; file, print and server support services; management of data network services; contingency and disaster recovery support services; and automation and network service support

1.3. General Requirements

The Contractor shall fully comply with the most recent and current federal, state, and local laws and regulations, Detroit Arsenal directives and instructions, and other documents set forth in Section C-6.

1.3.1 Area of Support

The major portion of work shall be performed at the Detroit Arsenal, Michigan, including seven (7) satellite sites located outside the geographic boundaries of the Detroit Arsenal. Satellite sites supported by NEC-DA are listed in section J Exhibit 3.

1.3.2. Other. Some travel outside the area may be required to attend Army mandated training, conferences and workshops. Travel may occur throughout the year and are generally infrequent in nature and will be approved by KO. Specific travel requirements will be further defined in Task Order and Contract personnel shall complete an Exception Request (Section J Exhibit 2.) when requesting travel. Contractor travel expenses shall be in compliance

with shall be in compliance with FAR Clause 31.205.46 and a request will be submitted prior to performance of the travel to the KO for approval.

1.4. Personnel

1.4.1. General

The Contractor shall furnish fully trained managerial, supervisory, technical, administrative, and direct labor personnel, sufficient in number and qualifications to accomplish all work. Contract personnel shall be able to speak, read, write and understand the English language especially including unique technical terminology required for the performance of these duties and functions. Contract personnel shall obtain and maintain in good standing all certifications, inspections, and licenses necessary or appropriate to perform all work contained in this PWS and specified in Task Orders. The Contractor shall maintain the training skills and qualifications of all personnel throughout the award period.

1.4.2. Standards of Conduct

The Contractor shall not employ or provide any person whose performance of work would constitute a conflict of interests, or an appearance of impropriety, within the meaning of the Standards of Ethical Conduct (5 CFR Part 2635). Contract personnel shall obey all regulations and the orders of competent authorities, including without limitation orders and regulations pertaining to physical and national security and the good order and discipline of the Detroit Arsenal. The Contractor is responsible for the conduct of its personnel and shall take prompt, reasonable, and appropriate disciplinary action against personnel for misconduct, malfeasance, misfeasance, or nonfeasance. The removal from, or barring of, a contract employee from a site shall not relieve the Contractor of its obligation to perform all work contained in this PWS. Contract personnel will be denied access to, and removed and barred from sites when their presence is determined by competent authority to be detrimental to security, to the health, welfare, or well being of persons, to the good order and discipline or to the accomplishment of work. The Government expressly reserves the right to remove and bar a Contractor whose activity, on or off site, endangers persons or property, or whose presence on the installation presents an unacceptable risk to safety or security. Further, the Government expressly reserves the right to refuse the services of any contract employee, for good cause. In such case, the DGR will advise the Contractor of the reason(s) therefore.

1.4.3. Appearance and Conduct

Contract personnel shall be professional at all times, they must dress in appropriate business attire, and act in a manner appropriate with their job duties. Contractor personnel shall conform to standards of conduct and code of ethics, which are consistent with those applicable to Government employees as provided in the Joint Ethics Regulation 5500.7.R. The Contract employees shall conduct themselves at all times in a proper, friendly, efficient, courteous, and businesslike manner. Contract personnel shall not wear military uniforms or uniform pieces. Contract employees must always wear their badges as instructed while on the installation. Contract employees shall always identify themselves as Contract employees when attending meetings with government employees, or otherwise conversing with government employees with respect to information technology issues that may in any way be related to this or other government contracts.

1.4.4. Standard NEC Organizational Structure Compliance

While the Government will not require a specific organization structure, Contractor personnel shall align in a manner that is consistent with the Standard NEC Organization Structure as specified in Exhibit 4. or as directed by the DGR.

1.4.5. Contractor Point(s) of Contact

The Contractor shall provide primary and alternate on-site POCs during normal operating hours responsible for the overall management/supervision of assigned contractor personnel. On-site POC or alternate on-site POC shall be available during normal duty hours to meet with the KO and/or authorized Government personnel within two (2) hours to discuss problem areas. The contact number(s) shall to be furnished to the DGR, and shall not be changed without reasonable prior notice to the DGR. Notwithstanding the foregoing, nothing contained in this subsection should be construed as dictating personnel hiring.

1.4.6. Organizational Chart

Within 30 days of the period of performance, the Contractor shall submit to the DGR a chart depicting the detailed organization proposed for the performance of this PWS. The chart shall contain the names, addresses and telephone numbers of the supervisory and management personnel with authority to represent the Contractor before the Government, in all matters arising under this PWS, to resolve problems and respond to emergencies. The chart shall also identify key personnel responsible for performing the requirements contained in Task Orders. The Contractor shall keep the chart current and, within seven calendar days, notify the DGR, in writing, when changes are made.

1.4.7. Identification of Personnel

Contractor shall complete "Contractor Verification System" (CVS) applications for Contractor Identification Cards for all personnel who shall perform work under this PWS. Contractor personnel are required to wear these badges at all times, while performing duties associated with this PWS. Contractor shall be responsible for notifying Trusted Agent (TA) to initiate a contract personnel CAC request, enter/edit contract personnel information in CVS, submit completed application, and maintain records of contract personnel approved/rejected application(s). Trusted Agent will be Contracting Officer Representative (COR), unless otherwise directed by the government.

1.4.7.1. When Contract employees are working on government facilities or participating at government meetings, they shall wear identification badges distinguishing themselves as such. The badges, at a minimum, must have the employee name and the word "Contractor" displayed. Ideally, the company name will appear on the badge. Contractor or government issued badges are acceptable. Additionally, notwithstanding any other provisions in the PWS or Task Orders, the Contractor shall perform no inherently governmental functions. Contractor employees shall identify themselves as a Contractor in meetings, telephone conversations, all written communications and work situations so that their actions cannot be construed as acts of a Government official. The Contractor shall take no action that binds the government to a final decision or results in the exercise of governmental discretion. When Contractor personnel are tasked to attend a government meeting or conference, they shall identify themselves as employees of a Contractor at the beginning of the meeting. The Contractor may present government approved briefings at the meeting and answer questions with pre-approved government responses; however the Contractor shall not become a de facto government representative in discussions.

1.4.8. Security Clearance. All personnel that access Government owned or operated automated computer systems, networks, or databases shall have a security investigation. The minimum investigative requirements to access unclassified Government automated systems are: a National Agency Check (NAC), or National Agency Check with written Inquiries (NACI). An investigation in process is acceptable as long as a satisfactory waiver has been granted by the 7th Signal Command Designated Approving Authority (DAA). Non-U.S. Citizens shall be Permanent Resident Aliens. Individuals shall also receive and certify to an Information Systems Security briefing. Reference: AR 380-67 (paragraph 3-401 and 3-101).

1.4.8.1. The Contractor shall ensure all personnel assigned to duty in areas that require a security clearance, or who require access to classified information, possess a security clearance equal to the highest classification of the material or area to which they have access. A formal authorization may be required for access to Special Category message traffic. The Contractor shall ensure all personnel are briefed IAW applicable DoD directives when NATO classified traffic is to be handled. Personnel security requirements are set forth in DD Form 254, Department of Defense Contract Security Classification Specification.

1.4.8.2. The Contractor shall perform debriefing procedures for departing employees IAW DOD 5220.22-M.

1.4.9. Interaction with Other Support Contractors

The Contractor will interface and may need to coordinate directly with other support Contractor s. Unless otherwise directed by the DGR, the Contractor shall not direct the work of any other support contract personnel not performing work within this PWS or an individual task order.

1.4.10. Medical Services: Medical services for contract employees are generally the responsibility of the Contractor. However, IAW AR 40-3, the Government will provide, to the extent available, medical services on an emergency basis for contract employees who are performing under this contract. The Contractor shall reimburse the Government for emergency medical services at the rate prescribed in AR 40-330.

1.4.11. Hiring: The Contractor shall attempt to hire replacement employees within 30 calendar days of a vacancy, unless approved by the DGR, so that performance is not adversely affected by the vacancy.

1.4.12. Removal of Personnel. The Contracting Officer (KO) may require the Contractor to remove from the job those employees who endanger persons or property; those who manufacture, distribute, dispense, possess or use controlled substances at the worksite (52.223-6, Drug-Free Workplace); and those whose continued employment under this contract is inconsistent with the interest of military security.

1.4.13. Retrieving Identification Media. The Contractor shall retrieve all identification media, including passes, from employees who depart for any reason before the contract expires; e. g. terminated for cause, retirement etc.

1.4.14. Gate Control. Unscheduled gate closures by the Security Police may occur at any time causing personnel entering or exiting a closed military installation to experience a delay. This cannot be predicted or prevented. Labor hour employees are not compensated for unexpected closures or delays privately owned vehicles belonging to Contractor personnel are subject to search pursuant to applicable regulations. The award of this contract does not create a right to have access to any military installation. Any violation of an installation regulation or of state or federal statute may result in the termination of the privileges to enter the military installation.

1.4.15. Installation Regulations: The Contractor, his employees, and subcontractors shall become familiar with and obey the regulations of the installation including fire, traffic, safety and security regulations while on the military installation. Those driving motor vehicles shall observe and obey all speed limits posted throughout the installation. Personnel should not enter restricted areas unless required to do so and only upon prior approval. All Contractor employees and subcontractors shall carry proper personal identification with them at all times.

1.4.15.1. The Contractor shall be responsible for compliance with all regulations and orders of the Commanding Officer or Garrison Manager of the Military Installation, respecting identification of employees, movements on installation, parking, truck entry, and all other military regulations, which may affect the work. Special requirements will be identified in an individual task order.

1.4.15.2. Supervision of Contractor employees is the responsibility of the Contractor. The Contractor's personnel shall, at all times, be under the supervision of the Contractor and not government personnel, whether uniformed or civilian and regardless of rank. There shall be no direct supervision of contract employees by the government. If more than one Contractor employee will be assigned to a specific location, the Contractor may designate one person as task or team leader (if needed).

1.5. Training.

The Contractor shall develop and implement a viable hardware, software and systems sustainment training plan to ensure contract personnel shall maintain technical proficiency in order to operate and maintain the hardware, software, applications, systems and equipment listed in this PWS or specified in a Task Order. All contract personnel, prior to commencing any work under this PWS or a Task Order, shall have received all training required for the functions they shall perform (unless directed otherwise), and shall possess a level of experience necessary for safety and a reasonable degree of efficiency. Personnel shall obtain and maintain all certifications, inspections, and licenses prescribed by competent regulatory agencies. The Contractor shall furnish documentation thereof to the DGR upon request and in a timely manner.

1.5.1. Technical Training/Certification/Licenses. Contract personnel performing IT workforce functions identified in DoD 8570.01M shall be trained and certified upon award of the contract. Task order will list training, licenses, and certifications required to perform the work. The Contractor shall maintain records of training qualifications, certifications, and licenses on each employee for the duration of their employment. These records shall be provided to the DGR upon request. During the performance period of a task order, contract personnel may need or require technical training to support new systems and equipment, to include automated information systems (AIS) fielded after commencement of work. The Contractor shall request training at least 6 weeks in advance to the DGR if direct funding by the government is desired. The Contractor will be notified of approval or disapproval of the training request.

1.5.1.1. Contract personnel performing IT workforce functions identified in DoD 8570.01M shall meet training and certification requirements for Information Assurance (IA) Support Personnel as specified by AR 25-2, Chapter 3-3, appropriate Army Best Business Practices (BBPs) and DoD 8570.1 (M). Contract personnel that fail to meet and maintain those requirements outlined in AR 25-2, Training and Certification BBP and DoD 8570.01M will have their elevated permissions revoked and shall be removed from performing service from the contract.

1.5.2. New Technology Training. If during the term of this contract the Government installs new equipment or software that requires training to meet the certification requirements of this contract, the Government will provide one-time training for affected employees. If an employee who has received Government-provided training as described above should vacate his/her position for any reason, the Contractor shall be responsible for providing trained personnel to complete the requirements of this contract at no additional cost to the Government. During any absence of employees while they attend training, the Contractor shall be responsible for full performance of services at no additional cost to the Government.

1.5.3. Sustainment Training. Sustainment Training for existing technology/equipment shall be provided at no additional cost to the Government. That is, the Government will not provide or fund training to obtain certification for new contract personnel.

1.5.4. Orientation Training. The Contractor shall conduct an orientation training class for all Contract personnel within five working days of initial employment, or re-assignment to another functional area under a Task Order. This training shall be relative to the respective functional areas and contract and government offices with which the personnel will interact. Orientation training shall be documented and available to DGR for review upon request. The training shall include, but is not limited to, the following:

- General orientation regarding PWS and/or Task Order requirements and the role of the respective functional areas to the overall PWS and/or Task Order.
- The respective functional area's internal and external (customer) SOPs and general work requirements
- Fire safety, including the installation fire prevention program, and army fire protection and prevention (AR420-90)
- Environmental considerations, to include functionally specific hazardous materials and hazardous waste handling training pursuant to 49 CFR, parts 171-177 and 40 CFR 265.16
- Emergency notification and response procedures
- Applicable installation regulations and directives
- Security requirements and procedures
- Conduct
- Dress and appearance standards
- Prevention and reporting of fraud, waste, and abuse
- Conflicts of interest
- Ethics, sexual harassment, Americans with Disabilities Act, and equal employment opportunity (EEO) training
- Smoking policy
- Violence in the workplace

1.5.5. Other training. The Contractor shall provide sufficient internal on the job training (OJT) to ensure that personnel remain qualified, certified, and proficient. Courses to improve general management, leadership, or behavioral skills are considered the responsibility of the Contractor. The government will directly fund training, which is government unique and deemed essential for Contract personnel performing work under this PWS or Task Order. Government-unique training is defined as training that is only available in government or military service schools. Such training may be provided at the work site or at other government designated locations.

1.5.5.1. Annual Mandatory Training Requirements. The Contractor shall attend recurring annual and occasional one-time training as required by the Government. This training includes, but is not limited to: Anti-Terrorism, Computer Security, Information Assurance, Operations Security, SAEDA (Subversion and Espionage Directed Against the Army), and Personally Identifiable Information (PII).

1.6. U.S. Citizen or Work Permit

All contract personnel performing work under this PWS shall be citizens of the United States or have a valid US work permit.

1.7. Operating Hours and Conditions

1.7.1. Normal Working Hours of Operation: The current hours of operation for Contractor work are 0700-1700 hours, Monday through Friday, except for Federal holidays and the Friday after Thanksgiving. The Contractor shall ensure that service to customers is not interrupted during break and lunch periods. In the event of a shutdown for any reason, the Government will not be liable for Contractors' costs incurred during this period. Outside normal business hours, for the functional services areas vary, and are addressed in a Task Order.

1.7.1.1 Hours of Operation shall be specified in each Task Order.

1.7.2. Non-duty Hour Response Time. Designated contract personnel shall be available on an as-needed basis 24 hours a day, 7 days a week. The Contractor shall develop procedures to ensure appropriate issues can be responded to during non-duty hours. These procedures must include an on-call roster with specified emergency telephone numbers for notification for service restoration.

1.7.3. Hours of Operation Other Than Normal: Non-standard hours may be required in emergency situations, scheduled outage situations, call-out requirements, or other special situations as specified and approved by the DGR.

1.7.4. Federal Holidays: Holidays to be observed are as follows:

New Years Day	January 1
M.L. King Birthday	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

1.7.5. Weather Conditions: The Contractor shall report for work in accordance with (IAW) the Detroit Arsenal or a satellite site inclement/hazardous weather policy.

1.7.6. Installation Shut Down: Services covered by this PWS and a Task Order shall continue to be provided unless there is an Installation Shut Down directed by the Garrison Manager (or designee) or by higher authority. In the event of a shutdown, work under this PWS or a Task Order, except for critical core services will be suspended during normal hours of operation. The DGR will inform the Contractor of the operating decisions.

1.7.7. Performance of Services during National Emergency: Upon notification by the DGR, in cases of national emergency, the Contractor shall provide additional services necessary or appropriate to the resulting increase in operating tempo. These services shall be provided 24 hours per day, 365 days a year for the duration of the emergency. If a National Emergency is determined, an equitable adjustment may be negotiated.

1.7.8. After Hours Support. The Contractor shall respond to emergency work, Command directed work via the DGR, support outside of normal duty hours, including holidays and other work required under this PWS or a Task Order after hours.

1.8. Technical Resource Center (TRC).

The Contractor shall operate and maintain a Technical Resource Center that shall contain all technical and reference material and data supplied to or obtained by the Contractor for the entire period of contract performance. The Contractor shall be responsible for ordering, maintaining, updating, and where designated mandatory, complying with all references/documents in the TRC. The Contractor shall also ensure that all-new equipment manuals and other appropriate technical data are added to the TRC. The Library shall contain a hard copy and/or a soft copy for each reference/document in the library. At a minimum, the Library shall include the following items:

- Government manuals, regulations, technical publications
- Operational manuals and manufacturers
- Contractor operational and maintenance procedures
- Preventive Maintenance (PM) program and appropriate documentation
- Warranty Log

1.8.1. Technical Resource Center End of Contract.

The Contractor shall maintain the data contained in the Technical Resource Library until the termination or completion of the contract, and shall make the information available to future bidders during the solicitation/proposal period prior to the end of the contract term. The documents in the Technical Resource Library shall remain Government property.

1.9. Quality Control and Assurance

1.9.1. Quality Control Plan: The Contractor shall develop, implement, and maintain a comprehensive quality control program that assures compliance with all requirements of this contract and associated Task Orders. The Contractor shall maintain, enforce, and document a Quality Control Plan (QCP). The QCP shall ensure that the government receives the level of quality that is consistent with the requirements specified in each Task Order.

1.9.2. QCP Overview: The Contractor's QCP shall provide Contractor management and personnel with effective and efficient means of identifying and correcting problems. The QCP shall include:

- A process for preventing, identifying, and resolving conflicts of interest and appearances of impropriety in the performance of this PWS, IAW the Standards of Ethical Conduct (5 CFR Part 2635).
- A description of the Contractor's Quality Control (QC) system. The system will cover all services and specify work to be inspected on a scheduled or unscheduled basis, position(s) and qualifications for personnel performing the QC inspections, and the extent of their authority.
- Provisions for recording the results of inspections and for recording corrective action taken.
- A process to establish and maintain accountability of Government Furnished Property (GFP).
- A plan for scheduled performance evaluation meetings that include performance indicator trends.
- Provisions to update and revise the QCP during the performance of the award.

1.9.2.1. A file of all QC inspections both unscheduled and scheduled, inspection results, dates and details of corrective actions taken shall be maintained by the Contractor. The Contractor shall submit an electronic copy of the monthly QC inspections, along with a summary of defects observed and corrected to the DGR.

1.9.3. Quality Assurance Surveillance Plan (QASP): IAW the FAR 52.246-4, Contractor Inspection Requirements, and applicable additional requirements, each phase of the requirements rendered under this award is subject to Government inspection. This will occur either during the Contractor's operations or upon completion of the tasks.

1.9.3.1. The Government will evaluate the effectiveness of the Contractor's performance at its discretion, IAW the QASP. The Government's QASP is not a substitute for QC by the Contractor. All costs associated with rework are the responsibility of the Contractor. The Government reserves the right to choose the inspection methods to implement the QASP and to vary the inspection methods utilized during the work, without notice to the Contractor.

1.10. Security

1.10.1. Security Training: The Contractor shall train all personnel in Detroit Arsenal or satellite site security policies and procedures, within 30 days after their assignment to perform work under this PWS.

1.10.2. Badges and Passes: The Contractor shall submit and maintain a list of all contract employees to the DGR. This information may be forwarded to the appropriate facility, where the employee may report to, for issuance of their ID card (to be accomplished within 5 days of employment). During the performance of their Task Order, Contractor employees may have access to or may generate unclassified information of a sensitive nature that is inappropriate for release to the public. Contractors shall implement information control procedures that require Government approval prior to the release of any information derived from the performance on any Task Order by the Contractor or its employees, regardless of forum.

1.10.2.1. The Contractor personnel shall obtain the prescribed employee identification badges and vehicle registration decals or passes required for entry to the installation and controlled access areas, are processed through the Public Safety Division, Detroit Arsenal. The Contractor shall ensure that its personnel, who are no longer assigned to perform work under this PWS or Task Order, turn in vehicle registration decals and passes and employee identification badges to the DGR at their installation, prior to the close of business on their last working day.

1.10.2.2. The Government retains full and unfettered control over all security matters, including, without limitation, granting or denying employee identification badges and vehicle registration decals and passes. The Contractor shall keep records of and account for all employee identification badges and vehicle registration decals and passes issued to its personnel. When directed by the KO, the Contractor shall remove any employee from an assignment to perform services under this contract for reasons of misconduct or breach of security in connection with his or her employment. Any such notice from the KO shall be in writing and shall state the reasons therefore and shall be subject to appeal under the provisions of the Disputes Clause. In other instances, the Contractor shall take appropriate personnel action as required in the event of employee misconduct in connection with his or her employment.

1.10.2.3. To maintain this control, a listing of all Contractor personnel who will be working under the contract, must be submitted to the DGR five working days prior to the start of work under the contract. The preferred method of providing this list is via email, to the DGR. The listing shall include, but not be limited to: contract number, task order number, employee name, and the estimated starting and ending date of each employee. Subsequent listings of all additions or deletions will be submitted as employees are hired or released.

- Task Orders – The Contractor shall submit a written request for substitution(s) on a task order to the DGR. In the event a requirement to increase the level of effort occurs, the Contractor shall submit a written request along with supporting documentation to add personnel to the labor category specified under the Task Order.
- The Government reserves the right to require the Contractor to reassign key Contractor employees who are deemed incompetent, careless, unsuitable or otherwise objectionable, or whose continued use under any task order issued under this contract is deemed contrary to the best interests of the Government. Notice of such reassignment will be given in writing by the KO.

1.10.3. Security Reviews: All information collected or otherwise handled by the Contractor, whether or not it is intended for dissemination outside NEC-DA, Detroit Arsenal, or satellite sites is subject to classification review by the Government. This requirement specifically applies to all written documents, electronic media including Web sites, and audiovisual materials of any kind. Public release of records and personal information required to be maintained in a system of records, IAW a published system of records notice, shall comply with the Freedom of Information Act and Privacy Act.

1.10.4. Disclosure of Activities or Information: Neither the Contractor nor its personnel shall disclose, or cause to be disclosed, any information, the release of which could result in, or increase the likelihood of, a breach of security, or adversely affect the continuity of Detroit Arsenal operations. The Contractor shall brief all its personnel on the handling of proprietary technical data. The Contractor shall be responsible and liable for all unauthorized disclosures of, or loss of control over, classified and protected information, regardless of the likelihood of compromise or the degree of harm to national security resulting there from.

1.10.4.1. Disclosure of classified information to any person not entitled to receive it, or failure to safeguard any restricted or classified information that may come to the Contractor or any person under his/her control in

connection with work under this contract may subject the Contractor to criminal prosecution of his/her agents and/or employees to criminal liability under Title 18 United States Code (U.S.C.), Sections 793 and 798.

1.10.4.2. The Contractor shall have the responsibility for safeguarding the information and records (regardless of media) from being concealed, compromised, altered, destroyed, mutilated, damaged, or lost. See Title 18 United State Code (U.S.C.) 2071 for penalties arising from the destruction of Official Government records.

1.10.4.3. Non-Disclosure Agreements for each new Contractor employee are to be signed, and dated, by that employee, and furnished to the DGR.

1.10.5. Physical Security: The Contractor shall be responsible and liable for the security of all Government-furnished property. In addition, the Contractor shall provide a key control plan that designates authorized personnel key access to buildings and facilities. The purpose of physical security is to prevent unauthorized entries, theft of government property or accidental exposures to toxic chemicals. Keys shall be surrendered whenever personnel leave the Contractor's employment or at the end of the final performance period.

1.10.5.1. Key Control Plan: The Contractor shall establish and implement methods to ensure that all keys issued to the Contractor by the Government are secured and monitored. The Contractor will provide to the DGR in writing within 30 days after the start of a contract year, a plan illustrating the method(s) in which the Contractor will control and monitor key security. The Contractor shall not duplicate for the Contractor's own use any keys issued by the Government unless authorized by the DGR in writing.

1.10.5.2. Lost Keys. The Contractor shall immediately report to the DGR any occurrences of lost or misplaced Contractor keys, any use of keys by unauthorized persons, or improperly duplicated keys.

1.11. Health and Safety

1.11.1. Accident Reporting: The Contractor shall report to the DGR without delay, any accident involving work-related injury, illness, or disease, motor vehicle accidents or non-vehicle property damage accidents. The Contractor shall utilize forms to report accidents IAW the U.S. Army Garrison Installation Safety Office (ISO) Safety Manual, Incident Reporting System and Investigation Procedure.

1.11.2. Control of Mishap Scene: The Contractor shall establish control over the scene of an accident or mishap, both to prevent further injury to persons or damage to property, and to preserve evidence, until otherwise directed by a duly appointed investigating officer. The Contractor shall cooperate fully with and assist Government personnel to conduct accident and mishap investigations arising from any work or other activity performed under or related to this PWS or Task Order.

1.11.3. Health and Safety Plan: The Contractor shall prepare, submit, and implement a Safety and Health Plan. The Contractor shall submit (as necessary) before 10 calendar days prior to the end of the phase-in period. The plan shall include the following:

- **Standards and Codes-** Procedures for compliance with applicable environmental, transportation and worker safety standards and codes.
- **Occupational Safety and Health Inspections-** Provisions for Occupational Safety and Health inspections by Federal, state, and local safety and health officials.
- **Environmental Inspections-** Provisions for visits by Environmental Protection Agency (EPA) officials.
- **Environmental Requirements-** Procedures for compliance with safety and health precautions under environmental laws and regulations, and Detroit Arsenal or satellite site directives.
- **Safety and Fire Hazard Requirements-** Procedures for compliance with all applicable fire codes, including a prohibition on open burning at any Arsenal or satellite site, and inspections by fire prevention personnel.
- **Safety Reporting-** Procedures for investigating, reporting on, and maintaining records of accidents and mishaps resulting in death, traumatic injury, loss of work, occupational disease, or property damage arising out of the performance of this PWS or Task Order.

1.12. Phase-in Period: There will be a phase-in period BETWEEN award and the full performance start date, for the purposes of Contractor staffing, cross training and familiarization. The phase-in period shall be no longer than 30 calendar days in duration, to commence upon award. The Contractor shall submit a phase-in plan as part of the technical response. The phase-in period shall be in accordance with Section I, FAR 52.237-3, Continuity of Services. The phase-in plan shall include at a minimum a schedule for implementation and the following actions:

- Direct observation of tasks performed by current personnel.
- Familiarizing personnel with all requirements and procedures.
- Selection of trained and experienced personnel.
- Meeting all security requirements.
- Perform required training.
- Obtain required certifications, licenses and endorsements.
- A detailed explanation of potential phase-in period problems and how the Contractor shall address those potential problems.

1.12.1. By the end of the phase-in period the Contractor shall be prepared to perform this PWS and Task Orders in full, with all key and non-key personnel in place and performing assigned functions.

1.13. Phase-Out Period: Thirty calendar days prior to the completion of this Contract (to include all years), an observation period shall occur, at which time management personnel of the incoming workforce may observe operations and performance methods of the incumbent Contractor. This will allow for orderly turnover of facilities, equipment, and records and will help to ensure continuity of service. The Contractor shall not defer any requirements for the purpose of avoiding responsibility or of transferring such responsibility to the succeeding Contractor. The Contractor shall fully cooperate with the succeeding Contractor and the Government so as not to interfere with their work or duties.

1.14. Technical Data, Processes and Inventions

All hardware, software, technologies, processes, algorithms, reports, documentation, and techniques that are developed or provided under this PWS or Task Order are the sole property of the Government. The Contractor shall not use, disclose, transfer, convert, or otherwise appropriate any technical data, processes or inventions developed during performance of this PWS or Task Order, unless written permission from the KO is obtained.

1.14.1. If the Contractor solution includes the use of an Information Technology System for the delivery of service in response to this PWS or Task Order, the Contractor is required to maintain compliance with Portfolio Management (PfM) and Information Assurance policies currently in place. These policies include:

- Using the NETCOM approved enterprise system if an enterprise system has been determined.
- Obtaining an annual Army Knowledge Management (AKM) Goal 099ne waiver for expenditure of non-information technology (IT) funds on IT, if applicable.
- Obtaining Portfolio Management (PfM) certification or DoD Business Modernization Management Program (BMMP) certification from the Investment Review Board (IRB) as appropriate.
- Maintaining Federal Information Security Management Act of 2002 (FISMA) compliance for the system.
- Ensuring all users and administrators of the system are compliant with Information Assurance training requirements (AR 25-2 and DOD 8570.01M).

1.15. Financial

1.15.1 Other Direct Costs (ODCs) ODCs consist of IT Solution Equipment, IT Solution Software, Travel and Per Diem, and Other ODCs and are reimbursable under cost reimbursement CLINs. The contractor shall include a detailed description of all proposed ODCs in individual TO proposals. The cost of general purpose items required for the conduct of the contractor's normal business operations will not be considered an allowable ODC in the performance of this contract.

1.15.1.1. IT Solution Equipment and IT Solution Software. All materials required for performance of TOs, issued under this contract, which are not Government-furnished, shall be furnished by the contractor. Materials acquired by the contractor with Government funds, for performance of this contract, are the property of the Government. The contractor shall utilize ESI source software and CHES contract source equipment, Army Small Computer Program Source Contracts and DoD Enterprise Software Initiative. In addition to any other equipment, the contractor shall separately identify ESI source software items and CHES contract source equipment in each TO proposal. For ESI source software, the contractor shall request approval to order from the Government supply sources. For proposed materials that are not from the identified government supply sources for ESI source software or CHES contract source equipment, the contractor shall provide a justification why those sources are not being utilized to support approval by the Contracting Officer. Contractor costs for ESI source software shall be reimbursed at the prices charged to the contractor, with no mark-up percentage for loadings, fee or profit. In accordance with DFARS Subpart 239.73, Acquisition of Automatic Data Processing Equipment by DoD Contractors, the contractor shall submit the documentation required to the Contracting Officer (KO) for approval prior to entering into any equipment lease or purchase agreement.

1.15.2. The Contractor shall develop specifications, known as a Rough Order of Magnitude (ROM), for all hardware and software purchases, software licenses, and maintenance agreements. Contractor shall provide a ROM to the DGR within 5 workdays of request and approval from the KO for expenditures. The Contractor shall ensure registering all warranties, software licensing, and hardware registrations are identified as "Network Enterprise Center – Detroit Arsenal".

1.15.3. Surge Requirements: purpose is to provide for currently unknown major projects or "surges" that will result from significant changes in technology, equipment, or Government policy related to the work required by Automation Services. This is Time & Material and all work shall be negotiated. This will alleviate the need to build in pricing for significant unknowns under Automation Services.

- Identify the work unit; e.g., department or section in which the requested overtime will be used, together with present workload, staffing, and other data of the affected unit sufficient to permit the Contracting Officer to evaluate the necessity for the overtime;
- Demonstrate the effect that denial of the request will have on the contract delivery or performance schedule;
- Identify the extent to which approval of overtime would affect the performance or payments in connection with other Government contracts, together with identification of each affected contract; and
- Provide reasons why the required work cannot be performed by using multishift operations.

No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in this contract. All modifications to the contract must be made in writing by the Contracting Officer or an authorized representative.

1.15.4. The Contractor shall report all labor and material costs incurred to the COR monthly, by the 12th of the following month. These labor and material costs shall be directly aligned with the C4IM task number under the appropriate function in a given Primary Service Category (PSC) in which they are incurred against. The Contractor shall use the most current version of the NETCOM approved C4IM. The current version is contained in Section J Exhibit 1.

1.15.5. Financial/Synopsis Reports - The Contractor shall develop, prepare and update financial/synopsis reports, for review by the COR, on a bi-weekly basis. The Contractor shall provide a breakout of annual contract costs by month for the Fixed Price and Cost Reimbursement portions of the contract by the beginning of each contract year, including the base year.

1.15.6. Spend Plan - The Contractor shall provide a spend plan ("Planned Expenditures") by the end of the first quarter, of each fiscal year. This is to incorporate life cycle management requirements as well.

1.15.7. Invoices: Unless the Task Order instructs otherwise, to meet compliance with DFARS 252.232-7003, Electronic Submission of Payment Requests, you must submit your request for payment (invoice) through Wide Area Workflow (WAWF), a secure Web-based system for electronic invoicing. For more information on the WAWF system, including how to register, visit the WAWF website at <https://wawf.eb.mil>

1.15.7. 1. The Contractor shall use WAWF. Invoice number shall be unique, in that the same invoice number is not to be used again, during the duration of the contract, whether under the same task order, or different task orders.

1.15.7. 2. Payment will be made by DFAS office designated in the task order. All payments shall be made by electronic transfer of funds (EFT).

1.15.7. 3. The Government will make payment through WAWF upon satisfactory completion of work and receipt of a proper certification for payment.

1.16. Contract Manpower Reporting: “The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the Contractor shall report ALL Contractor manpower (including sub-Contractor manpower) required for performance of this contract. The Contractor is required to completely fill in all the information in the format using the following web address <https://cmra.army.mil/>. Instructions can be found at this web site. The required information includes:

- (1) Contracting Office, Contracting Officer, Contracting Officer Representative, Contracting Officer’s Technical Representative;
- (2) Contract number, including task and delivery order number;
- (3) Beginning and ending dates covered by reporting period;
- (4) Contractor name, address, phone number, e-mail address, identity of Contractor employee entering data;
- (5) Estimated direct labor hours (including sub-Contractors)
- (6) Estimated direct labor dollars paid this reporting period (including sub-Contractors);
- (7) Total payments (including sub-Contractors);
- (8) Predominant Federal Service Code (FSC) reflecting services provided by Contractor (and separate predominant FSC for each sub-Contractor if different);
- (9) Estimated data collection cost;
- (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the Contractor with its UIC for the purpose of reporting this information);
- (11) Locations where Contractor and sub-Contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website);
- (12) Presence of deployment or contingency contract language; and
- (13) Number of Contractor and sub-Contractor employees deployed in theater this reporting period (by country). As part of its submission, the Contractor shall also provide the estimated total cost (if any) incurred to comply with this reporting requirement.

1.16.1. Reporting period will be the period of performance not to exceed 12 months ending September 30 of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a Contractor’s systems to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site.

1.17. Meetings: The meetings shall generally take place during normal Detroit Arsenal or satellite site business hours. The Contractor shall attend meetings held at Detroit Arsenal and/or other locations as identified by the Government. The Government will fund Government directed work-related travel outside the Metro Detroit area or satellite site metro area. Attendance by Contractor personnel to meetings held in the local area shall be at no

additional cost to the Government. When the Contractor is responsible for the presentation/briefing, the charts shall be forwarded to the DGR at least two hours prior to the scheduled meeting time. The Contractor may request a meeting with the KO when necessary.

1.17.1. Written meeting minutes shall summarize the impact of meeting and be recorded in the contract and signed by the Contract Administrator or KO. If the Contractor does not concur with any portion of the minutes, this non-concurrence shall be provided in writing to the KO within 10 calendar days following receipt of minutes. Contractor's non-concurrence shall be attached to the official minutes.

1.18. Evaluation of Contractor Performance. (Reference FAR Clause 52.246-4; Inspection of Services—Fixed-Price or FAR Clause 52.246-6; Inspection—Time and Material and Labor Hour, as applicable to the Task Order). An annual performance evaluation will be prepared at the end of each ordering year IAW FAR 42.15.

1.18.1. The Contractor's performance will be evaluated at least monthly or as prescribed in each Task Order. The quality assurance evaluator(s) (COR/COTR) will follow the methods of surveillance specified in the Government's QASP. Government personnel will record all surveillance observations. When an observation indicates defective performance, the COR/COTR will require the Contract Administrator or representative to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation, only acknowledgment that they have been made aware of the defective performance.

1.18.2. Task orders will contain an evaluation sheet that shall accompany the monthly invoice along with other required information such as itemized miscellaneous expenses, travel expenses and time cards. Interim evaluations may be prepared at any time during contract performance when determined to be in the best interest of the Government.

1.19. Management of Deliverables and Reporting

1.19.1. The Contractor shall be responsible for creating, maintaining, and disposing of only those government records and reports required by this PWS or Task Order. If requested by the Government, the Contractor shall provide the original record, or a reproducible copy of any such report. All documentation, records, files, continuity books, schedules, etc., which are the responsibility of the Contractor are the property of the government and shall remain so upon termination or completion of this contract. The Contractor shall keep these items current.

1.19.2. The Contractor shall permit the DGR access to all records, data, and facilities used in the performance of the anticipated services. Access shall be provided within 1 workday of the request and shall be for the purposes of verification of allowable costs, verification of personnel qualifications, and as otherwise deemed necessary by the DGR.

1.19.3. Technical Reports. The Contractor shall provide deliverables and/or reports as specified in the PWS or Task Order.

1.19.4. Presentation Materials. The Contractor shall provide Presentation Materials as specified in the PWS or Task Order.

1.19.5. Quality Assurance Report. The Contractor shall provide a Quality Assurance Report for the PWS or Task Order.

1.19.6. Quality Control Plan (QCP). The Contractor shall provide a Quality Control Plan as specified in paragraph 1.9 -QUALITY CONTROL AND ASSURANCE.

1.20. Prime-Subcontractor List. The Contractor shall provide to the DGR a list of all subcontractors within 10 calendar days after contract award. The Contractor shall provide an updated listing to the DGR within 15 calendar days of any changes to its list of subcontractors.

1.21. Governmental Supervision of Contractor Employees. The Government will not supervise or otherwise direct Contractor employees. The Government will inspect Contractor performance in accordance with (IAW) the

Quality Assurance Surveillance Plan (QASP) and any other clauses included in the contract and/or each respective Task Order.

1.22. Inherently Governmental Functions

1.22.1. The term Contractor refers to the Contractor and Contractor employees unless otherwise stated.

1.22.2. Contractor employees who may be working in a situation that permits or might permit them to gain access to confidential business information and/or any other sensitive information will be required to sign nondisclosure agreements with the Government. Additionally, Contractor employees in labor categories that the Government determines permits or may permit them to gain access to confidential business information and/or any other sensitive information shall also sign a nondisclosure agreement.

1.22.3. IAW FAR PART 7.5 and the policies of Office of Federal Procurement Policy (OFPP) Policy Letter 92-1, policies and procedures must be in place to ensure that inherently governmental functions are not performed by Contractors. In Federal procurement activities inherently governmental functions include:

1.22.3.1. Determining what supplies or services are to be acquired by the Government (although an agency may give Contractors authority to acquire supplies at prices within specified ranges and subject to other reasonable conditions deemed appropriate by the agency);

1.22.3.2. Participating as a voting member on any source selection boards;

1.22.3.3. Approving any contractual documents, to include documents defining requirements, incentive plans, and evaluation criteria;

1.22.3.4. Determining whether contract costs are reasonable, allocable, and allowable; and

1.22.3.5. Participating as a voting member on performance evaluation boards.

1.22.4. Contract employees shall not perform any of these functions in their duties under Task Orders issued against this contract.

1.22.4.1. Services in support of acquisition planning.

Contractor may assist in planning tasks: market research/analysis; and recommend course of action to DGR on such issues.

1.22.5. Contractors providing assistance in the development of scopes of work.

1.22.5.1. Contractors may provide business recommendations and aid in development of the scope of work or data requirements; conduct reviews for adequacy and compliance with administrative, regulatory, and procedural requirements and provide recommendations to the contracting officer concerning such issues. The Contractor may assist in the development of Task Order specific performance work statements under the existing contract.

1.22.6. Contractors shall take extraordinary care to insure that they are not perceived as a Government employee. In no event, shall a Contractor conduct negotiations, or be an active participant in Government negotiations. Contractors may provide technical contracting expertise and assistance to DGRs. All recommendations or opinions of the Contractor shall be made to the contracting officer outside of the formal negotiations. The Contractor's status as a "Contractor" shall be predominantly displayed in all correspondence types, and dealings with government or non-government entities/personnel. Contractor decorum should leave no doubt that they are not acting in an official Government capacity and do not have the authority to bind the Government.

C2. DEFINITIONS/ABBREVIATIONS & ACRONYMS

For Definitions please reference Attachment 6.

C3. GOVERNMENT FURNISHED PROPERTY AND SERVICES

C3.1 Government Furnished Equipment (GFE)

The Government will provide the GFE found within Exhibit 5 in “as is” condition. At the end of the final performance period of the award, the Contractor shall return all GFE to the Government in the same condition as received, normal wear and tear excepted, or provide like kind replacement at no additional cost to the Government.

3.1.1. Accountability.

The Contractor shall use Government supplied database for tracking of GFE. Contractor shall responsible for receiving new equipment and ensuring that it is properly hand receipted, bar coded and inventoried. The Contractor shall be accountable for and maintain records in accordance with the Government Property Accountability policies and procedures. The Contractor shall provide property accountability report as requested by the DGR.

3.1.1.1. Joint Inventory

The Contractor and the current property holder shall inspect and inventory GFE within ten calendar days prior to the end of the final performance period. The inspection and inventory shall detail the material condition and quantity of such GFE and determine the exact number, location and serviceability of GFE. The Contractor shall certify the GFE inspections and inventories, assume accountability for all GFE, and subsequently report any discrepancies to the DGR. The Contractor shall notify the DGR in writing, of any disagreement regarding the material condition of GFE within five days of completion of an inspection or inventory.

3.1.1.2. Annual Inventory

The Contractor shall also perform an annual inspection and inventory of GFP. These actions shall be conducted during the anniversary month of the initial joint inspection and inventory. The Contractor shall submit a report to the COR within ten workdays of the date they are completed. The report shall indicate shortage, loss, or destruction of, damage and excessive wear and tear to GFP.

3.1.2. Use and Safeguarding of GFE

GFE shall be used solely and exclusively for performance of work under this PWS or Task Order. The Contractor shall safeguard GFE and take reasonable precautions to prevent fraud, waste, and abuse. The Contractor shall designate at least one primary and one alternate custodian whose responsibility it is to receive, account for, and safeguard GFE.

3.1.3. Missing, Stolen, Lost, and Recovered Property

The Contractor shall comply with all Government rules and regulations, responsibilities and Liabilities for Government Property and those in Section C-6 pertaining to GFP lost, missing, stolen, damaged, abused (excessive wear and tear), or destroyed while in the Contractor’s possession.

3.1.4. Damage to Government Furnished Property

If any damage to GFP is due to negligence, failure to secure or Contractor caused accidents; such GFP shall be repaired, and temporary/replacement property acquired at the cost to the Contractor.

3.1.5. Return of GFE

The Contractor may, at any time, return GFE it no longer needs for the performance of this PWS or Task Order; however, returned GFE will not be replaced by the Government, and the unavailability or lack of GFE under these circumstances will not excuse nonperformance, or justify increase in cost to the Government. The Contractor shall notify the DGR in writing of its intent to return GFE. Contractor shall prepare and process appropriate turn-in documents in a timely manner, and is responsible for arranging for equipment turn-in.

3.1.6. Physical Security. The Contractor shall be responsible for safeguarding all Government equipment provided for Contractor use and adhere to the Government property requirements contained in this contract. GFE supplies and services are for official use only. The Contractor shall use care to avoid damage to Government furnished equipment. At the end of each work period, all equipment and materials shall be secured.

3.1.7. Property Pass. Contractor shall complete a property pass when removing GFE/GFP off the installation. The Contractor shall prepare and obtain a DGR signature on a Property Pass (DA Form 1818).

3.1.8. Repair vs. Replacement

GFE shall not be replaced if it can be repaired or rebuilt, to return it to the condition existing at the time it was accepted by the Contractor. The Contractor shall provide the DGR with a comparison between the replacement cost of the equipment and the cost of parts required to repair the equipment. If the repair estimate exceeds 50% of the replacement cost, the Contractor shall contact the DGR for approval to replace the item. The DGR will closely monitor repair and replacement of GFE. Any item replaced or repaired becomes the property of the Government. Any item replacement or repaired shall meet the same performance criteria and quality standards as the original item or better.

3.1.9. Warranties and Maintenance

The Government will furnish warranty information on all GFE. All GFE under manufacturer's warranty shall be operated, maintained, and repaired in accordance therewith. The Contractor shall report to the DGR any equipment, which requires the exercising of manufacturers' warranties. The Contractor shall not repair GFE under warranty without DGR approval. Repair and replacement of non-GFE is the sole responsibility and expense of the Contractor.

3.1.10. Disposal, Salvage, Reclamation, and Recycling

The Contractor shall contact the DGR to initiate disposal, salvage, reclamation, or recycling of GFE.

3.2. Government Furnished Facilities

Unless otherwise specified in a Task Order, the Government will maintain all real property, fixtures, appurtenances and facilities that it is providing to the Contractor.

3.2.1. Government will furnish contractor office space and working space as follows: designated cubicles and/or desks, one enclosed and lockable office, and a storage area for equipment.

3.2.2. Unless otherwise specified in Task Order, the Government will provide, at a minimum, the following equipment or space to any on-site Contractor employee:

- Cubicle and/or desk
- Chair
- Filing cabinet
- Access to copy machine
- Access to facsimile machine
- Telephone, including long distance and voice mail
- Desktop computer or Laptop with access to a printer

3.2.3. Physical Security. The Contractor shall be responsible for safeguarding all Government property and facilities provided for Contractor use and adhere to the Government property requirements contained in this contract. The Contractor shall use care to avoid damage to Government facilities. At the end of each work period, all government facilities shall be secured. All materials shall remain the property of the government and shall be returned to the DGR upon request or at the end of the Task Order or PWS period of performance.

3.3. Government Furnished Services (GFS)

3.3.1. Utilities.

The Government will provide utilities to GFF as required for direct support of work performed under this PWS. The types of utilities furnished include steam, chilled water, electric, heat and air conditioning, compressed air, potable water, sanitary sewer, storm sewer, telephone, data network, natural and LP gas, and wastewater disposal. Steam and chilled water services are reliable 99% of the time barring weather related problems. The Contractor shall not modify, connect, or disconnect any utility service, or component thereof, without prior written Government approval.

3.3.1.1 Energy and Utilities Conservation

The Contractor shall conserve energy and utilities IAW Detroit Arsenal or satellite site policies and programs. The Contractor shall train its personnel, implement standard operating procedures, and monitor its operations to eliminate waste, increase efficiency, and reduce consumption. Beneficial suggestions to promote efficient use of energy and utilities are encouraged.

3.3.2. Telephone Service

3.3.2.1. Telephone Instruments and Lines

Government communications systems, including telephone instruments and lines located in GFF may, if approved by the DGR be used by the Contractor for work related purposes. Long distance phone service for official business is included as GFS. While the Government will furnish standard business desk phones, the Contractor shall be responsible for furnishing Contractor personnel with the following other communication devices, such as cell phones, pagers, and PDU's, and all associated connection services/costs unless identified in a Task Order. Use of Government communication systems constitutes consent to monitoring at all times.

3.3.2.2. Telephone Changes and Repairs

The Contractor shall not move, remove, add, alter, or reconfigure Government communication systems, networks, or lines without DGR approval, which must be obtained by written request. The Contractor shall notify the NEC-DA Helpdesk when maintenance or repair of telephones or telephone lines is required.

3.3.3. Refuse Collection

The Government will collect refuse (non-recyclable solid waste that is not hazardous waste, hazardous substance, nor hazardous material) from assigned waste receptacles. The Contractor shall contact the DGR if the waste receptacles are full, refuse has accumulated in the area around receptacles, and improper disposal has occurred, pest infestations are observed, or some other dangerous, unsafe, or unlawful condition exists. The Contractor shall comply with all Government programs pertaining to pollution prevention and solid waste reduction, including ongoing recycling initiatives.

3.3.4. Information Management Systems

3.3.4.1 General

The Government will provide Desktop Computing Services, Network Support, and Applications Programming Services to the Contractor. Government-furnished Information Management systems shall be utilized for "Official Business" only, in direct support of this award.

3.3.4.2 Desktop Computing Stations

Desktop-computing stations and network lines located in GFF to be occupied by the Contractor will be provided for Contractor use at no cost to the Contractor. These computing stations will be provided on a case-by-case basis, as approved by the DGR. Government furnished desktop-computing stations shall be used for transaction of official business in direct support of this award. The government will upgrade hardware to support software programs like Adobe Acrobat and Microsoft Office type software but not for Contractor owned hardware or software. Government-furnished desktop-computing stations are subject to security monitoring at all times. Use of these desktop-computing stations constitutes consent to security monitoring. Desktop computing stations and lines are reliable 98% of the time.

3.3.4.3 Desktop Computing Services

The Government will provide desktop Computing Services. The Contractor shall request technical support by initializing request through the NEC-DA Helpdesk. Services will be provided for moves, adds, changes, operational monitoring, system problem determination and resolution, and technical support.

3.3.4.4 Network and Application Support

Network Support is defined as providing limited access to the Detroit Arsenal Local Area Network (LAN). The Government will provide Internet and e-mail access, available through the Detroit Arsenal installation Campus Area Network (ICAN), on a case-by-case basis as approved by the DGR. Internet usage implies consent to monitoring. The Contractor shall comply with the NEC-DA "Acceptable Use Policy". Applications Support consists of developing, maintaining and supporting computer programs that are resident on the Detroit Arsenal LAN.

3.4. Security

The Government will provide security services at all Detroit Arsenal locations or satellite site where work is to be performed.

3.5. Fire, Environmental and Emergency Drills

The Contractor, with or without advance notice, shall participate in all Government conducted fire, environmental and other emergency drills, unless otherwise excused. The Contractor shall follow the direction of Government fire, security, and emergency management officials, and take corrective action to remedy deficiencies in its performance of emergency response procedures.

3.6. Custodial Service

Custodial service will be provided by the Government only in those areas that are used by both Government and Contractor personnel.

3.7. Use of General Services Administration (GSA) Vehicles

SP may use GSA vehicles for purpose of transportation to include the transporting of material and equipment or to perform services as required for the performance of work under this PWS. Because GSA vehicles are also utilized by government personnel, vehicles may not always be available. The lack of a using the GSA vehicles shall not relieve the SP of responsibility for the performance of any contract task. The GSA vehicle is to be the alternate mode of transportation, with the SP's own vehicle(s) being the primary. Under no circumstances shall the SP release, transfer or loan, a GSA vehicle, to other parties (i.e. other contractors, sub-contractors, etc.). SP personnel shall adhere to local sign-out procedures and policies.

3.11.1 Vehicle Operation

The SP shall abide by Federal, State, Local, and Army regulations regarding vehicle operation. Operators shall have and maintain, in good standing, license's and/or permits, required to operate vehicle.

3.11.2. Training

Operators shall complete the "Army Traffic Safety Program, Accident Avoidance Course" and submit copy of course completion certificate to the Contracting Office Representative (COR). Completion of training is required prior be allowed to operate a GSA vehicle.

C4. CONTRACTOR FURNISHED PROPERTY AND SERVICES

4.1. General Information

The Contractor shall furnish, maintain, and replace, at its own expense, all supplies, parts, materials, tools, support equipment, labor, vehicle, and any other equipment, material, and services not furnished by the Government under Section C-3, to ensure full performance at all times regardless of circumstances under this PWS or Task Order.

4.2 Contractor Furnished Equipment

Contractor furnished equipment used in the performance of this award shall meet, and be maintained IAW applicable federal, state, and local safety and environmental requirements. The DGR may inspect Contractor furnished vehicle and equipment at any time, on demand, and direct that unsafe, unserviceable, or otherwise un-roadworthy vehicle or dangerous equipment be taken out of service and, if specified for cause, removed from Detroit

Arsenal property, with which the Contractor shall promptly comply. The Contractor shall not use Government-owned tools, equipment, materials, parts, or supplies to maintain its vehicle and equipment, without prior written approval of the DGR. All Contractor property shall be clearly marked as such.

4.2.1. Vehicle. The Contractor shall remove all Contractor-owned vehicle, equipment, tools, supplies, materials, and other items from the installation within 30 calendar days after completion or termination of this Task Order. The Government will not be responsible for any Contractor -owned property left after PWS or Task Order completion or termination. If the Contractor does not remove said property from the installation within the stated time, the Government will take possession of the property and will dispose of the property at the Contractor's expense.

4.3. Vehicle Identification. Contractor furnished vehicles shall display the company name prominently on both sides.

4.3.1. Equipment and Equipment Manuals

All replacement equipment procured under the terms of this PWS or Task Order shall be procured with equipment manuals. Those manuals and equipment become the property of the Government and are stored at the facilities in which the equipment is used.

4.4. Contractor Furnished Materials

4.4.1. The Contractor shall attempt to substitute non-hazardous materials for hazardous materials and limit the use of hazardous materials. As better materials become available the Contractor shall request authorization prior to use. Government reserves the right to approve or disapprove authorization.

4.5. Contractor Furnished Services

4.5.1. Calibration. The Contractor shall ensure calibrate equipment IAW calibration frequencies and standards as prescribed by equipment manufacturers, or as prescribed by government directives or standards for comparable equipment. The Contractor shall maintain calibration records on GFE.

C5. SPECIFIC REQUIREMENTS

5.1. Task Order Proposal Requirements: The issuance of a Task Order (TO) request for proposal (RFP) does not obligate/commit the Government to issue Task Orders under this contract. The Government intends for each RFP to result in a task order; however, there is no guarantee that a task order will be issued in every case. The Task Order RFP shall not authorize the Contractor to perform any work prior to receipt of award. The Contractor is not authorized to begin performance prior to the issuance of the Task Order or other proper notice provided by the KO.

5.1.1. The Task Order is determined by the customer agency and annotated on the task order request provided to the Contracting Officer (KO). Contractor shall not discuss, market, or otherwise influence task order requirements directly with customer agency personnel. All communications shall be through the KO. Task order classification titles may differ from the generic titles contained in the Contract Award. For example, a System Administrator/Information Assurance Security Officer would be equivalent to a Systems Administrator - Senior. Where various levels of expertise exist in the Contract, the customer agency will specify the level desired. This determination will be subject to review by both the KO and Contractor. In the event the Contractor does not agree with the Government's assignment, the issue will be resolved by the Contracting Officer. Labor categories are defined in Exhibit 6 – NEC-DA Professional Labor Categories include labor category descriptions, education, and experience requirements.

5.1.2. On occasion, the Government may provide the Contractor the name(s) of potential personnel for the labor classification included in the Task Order request. These may include personnel performing the Task Order requirements under an existing or expiring contract/task order. These potential sources may be used at the sole discretion of the Contractor. Agreement as to pay and benefits is between the Contractor and the employee (potential employee).

5.1.3. The Contractor's task order proposal shall normally be delivered to the issuing office no later than ten (10) working from issuance by KO. In the event a shorter response time is required the issuing office will inform the Contractor of the desired return date.

5.1.4. The Contractor's task order proposal shall include all technical and pricing criteria required in the RFP.

5.1.5. Contractor shall provide individuals who are qualified and capable of performing the required services. Generally, the Contractor may provide a very limited resume for non-professional skill categories, such as the information normally provided on an employment application. Contractors shall submit resumes for professional and technical personnel that include more extensive information with particular emphasis on abilities that would demonstrate they could effectively complete the task order.

5.1.5.1. Contractor Employee Qualifications. To be identified in specific Task Order requirement Performance Work Statement. The Contractor is responsible to provide a fully qualified workforce. The Contractor shall employ and utilize only experienced, responsible, and capable persons in the performance of work under this contract. All employees must be citizens of the United States or authorized aliens and shall be able to furnish proof of citizenship if asked to do so by the Contracting Officer.

5.1.6. If required by task order request, a statement of the Contractor's understanding and acceptance of the Government's milestones and deliverables as appropriate for the specific task will be provided.

5.1.7. If required by task order request, as appropriate, the Contractor will provide a breakdown structure of the work to be performed, the estimated level of effort, and proposed price.

5.1.8. Proposal Summary. For more complex task orders involving multiple personnel and tasks, the Contractor will summarize the staffing proposal as it relates to the total task/project, the rationale for skill levels and any innovative solutions for completing the tasks more economically or efficiently.

5.1.9. In the event the Contractor is unable to fulfill requirements in a timely manner, the Government reserves the right to obtain services from another source. A pattern of continued inability to fulfill requirements may constitute the basis for considering remedies under Termination clauses.

5.1.10. Place of Performance. The place of performance will be identified in the Task Order.

5.1.11. Requirements for this contract include work in government facilities, off-site locations and telecommuting, which will be specified in each Task Order. Employees who do not work in a government office setting shall be responsible to supply everything necessary to accomplish the work at no additional cost to the Government unless the Task Order specifically authorizes reimbursement.

5.1.12. Travel Requirements. Contractor employees may be required to travel to various locations within the continental United States (CONUS) in performance of task orders. Estimated travel requirements will be included in the RFPs for each new task whenever possible.

5.1.13. The likelihood of travel for some tasks is moderate to high, sometimes with short notice. The Contractor shall be able to accommodate and respond to short notice travel requirements. Short notice will normally be approximately 24 hours notice. Normal notice is considered not less than three business days. Estimated travel requirements will be included in Task Orders.

5.1.14. Travel costs shall be reimbursed utilizing the Joint Travel Regulations and Standardized Regulations section 925 as applicable from FAR 31.205-46 for locality per diem rates. Contractor travel must be approved by the Government official as specified in the Task Order prior to departure. Actual modes of transportation and costs shall be agreed to in advance and reimbursed on a cost basis upon receipt of the invoice in Wide Area Work Flow and all receipts turned in to the appropriate Government Official. The travel costs will be reimbursed to include previously negotiated handling rates. No G&A or profit will be paid on these actual costs.

5.1.15. Employee's salaries, benefits, etc., during the period of travel shall be the Contractor's responsibility.

5.1.16. Travel is defined as for the purpose of reimbursement as a distance of greater than 50 miles, one way, from the contract employee's normal work place. Employees will be entitled to labor reimbursement while traveling during normal Government duty hours (0700-1700 hours). The Government will reimburse labor hours for any employee who travels during a normal period of work. For example an employee normally works from 0800 hours to 1700 hours. The employee starts travel at 1400 and arrives at the travel location at 2000. A Contractor may claim for that employee's labor hours for the period of 1400 to 2000 only.

5.1.17. Travel on non-duty days shall be accomplished only when it is required to meet Government mission requirements. Such travel shall be approved by the DGR in advance, except in urgent situations. When requesting approval, the Contractor shall indicate the time frame and number of hours requested. Travel reimbursement shall be limited to the following: Point of departure (home to city of travel requirement. Reasonable delays associated with the travel, not to exceed two hours are allowable. Example: The Government requires to Contractor to attend a meeting on Monday morning at 0900 hours. There is no available transportation to allow the Contractor to leave on Monday and arrive at the meeting on time. The Contractor leaves home for the airport on Sunday at 1000 hours and arrives at the destination airport at 1400 hours. The Contractor gets a rental car and drives directly to hotel arriving at 1500 hours. Labor hours may be billed for the period of 1000 to 1530 hours. If the Contractor chooses to make stops, to include meals on the way, that time should be deducted from the billed hours. Any delays enroute, for any reason, over 2 hours is not reimbursable. The Contractor is responsible for ensuring that travel time outside of normal work hours is kept to a minimum.

5.1.18. Reimbursement for travel expenses:

- Contractor will be reimbursed for travel and perdiem expenses as specifically authorized in the Task Order. Charges cannot exceed those stipulated in the Federal Travel Regulations unless documented by conditions listed in FAR 31.205-46, Travel Costs.
- Limits on travel rates for food and lodging are determined in accordance with Federal Travel Regulations.
- Labor hour payments will be made for actual authorized travel time in support of approved task orders using the same criteria as for Government personnel traveling under the same circumstances. The Contractor is responsible for ensuring that travel time outside of normal work hours is kept to a minimum. Upon request, the Contractor shall furnish schedules and mode of transportation to the Government.
- For Task Orders that are Firm Fixed Price, such as a conference, all travel costs should be included in the Fixed Price and not separately priced.

5.1.19. Performance of Services During Crisis Declared by the National Command Authority. (September 2002) (APPLICABILITY OF THIS CLAUSE WILL BE STATED IN EACH TASK ORDER). Some services provided by this contract may be considered mission essential and will be indicated as such in the task orders. The services provided by this contract have been designated as essential Contractor provided services and must be continued during a crisis.

- The Contractor shall continue providing service to all applicable Army TOC contracts in progress. These services shall be provided 24 hours per day, 365 days a year for the duration of the emergency.
- The Contractor shall provide additional services necessary or appropriate to the resulting increase in operating tempo. The Contracting Officer will advise the Contractor of the required level of effort verbally, and follow-up with a written change to the TO, if required.
- The Contractor shall ensure enough skilled personnel are available during a crisis for any operational emergency due to utility failure, damage control, and damage repair. The Contractor shall identify essential personnel by submitting an essential personnel list to the Contracting Officer within 10 calendar days after contract start date. The list shall contain the individuals' names, addresses, contact telephone number, last four (4) numbers of their social security number, security clearances (if any), and duty title." Normal operating hours may be adjusted in support of crisis response. The contracting officer may notify the Contractor of a declared crisis through the most expeditious secured means determined at the time of the crisis.

1.7.7. Performance of Services during National Emergency: Upon notification by the DGR, in cases of national emergency, the Contractor shall provide additional services necessary or appropriate to the resulting increase in operating tempo. These services shall be provided 24 hours per day, 365 days a year for the duration of the emergency. If a National Emergency is determined, an equitable adjustment may be negotiated.

5.1.20. The Government reserves the right to include the requirement of services during a crisis after issuance of a task order if deemed in the Government's best interest. In the event of a declared National Emergency the Contracting Officer may be required to stop work on this contract for security reasons. Contractor shall ensure the Contracting Officer has a current "Off Duty" contact name and telephone number at all times to facilitate notification.

5.1.21. Task Order Issuance.

5.1.21.1. The Government will issue a task order authorizing the Contractor to proceed based on the agreed upon technical requirements, deliverable schedule, Quality Control Plan (QCP), and total price.

5.1.21. 2. No work will be performed and no payment will be made except as authorized by a task order.

5.1.21. 3. The Contractor shall not exceed the approved task order price, or deliverable schedules without prior written notice, adequate justification, and written modification to the task order issued by the KO.

5.1.21.4. A firm deliverable/performance schedule will be established as part of the task order. No task order shall exceed 12 months. Task orders may have options, not to exceed 1 year each. However, no task order, or option may exceed the total performance period of the contract or the contract expiration date.

5.1.21.5. The price of the task options will be in accordance with the applicable contract year price. NOTE: If the contract pricing for the out years increases, the Contractor may use the out year pricing to calculate the cost for the work projected for the task order option period.

5.1.21.6. Task Orders will be issued on DD Form 1155. The appropriate issuing, administration, and payment offices will be cited on each Task Order. A copy of each task order DD Form 1155 only, and modification SF 30 only, showing the applicable funds obligated.

5.1.22. Non-Payment For Additional Work. Any additional services or change to work specified which may be performed by the Contractor, either at his own volition or at the request of an individual other than a duly appointed KO, except as may be explicitly authorized in the contract, will be done at the financial risk of the Contractor. Only a duly appointed KO is authorized to bind the Government to a change in the specifications, terms, or conditions of this contract.

5.1.23. Task Order Initiation. Following the execution of the task order, the Contractor shall provide staff to perform services within the timeframe specified on the task order. As necessary, the KO will coordinate a pre-performance meeting to ensure that there is a clear understanding of the requirements of the task order, tour of facilities and any other necessary information for task order fulfillment. During the first 8 hours of performance, the agency KO will review the results of the contracted work and immediately notify the Contractor if the service is unsatisfactory. In the event it is determined by the KO that proper procedures were followed but the Contractor employee placement was not able to perform the task, the Contractor will supply a qualified replacement and the Government will not be charged for the initial placement (up to 8 hours).

5.2 Business

5.2.1. Administration and Policy

5.2.1.1. The Contractor shall provide technical support for IM projects.

Conditions of Performance:

- Review all design documents and blueprints,
- Maintain and update weekly a project file for all assigned projects.
- Identify critical safety, security, and privacy assurance requirements.
- Identify resources necessary for project completion.
- Identify project risks (technical, cost, schedule, etc.) and recommend strategies for managing the risks.
- Review all design documents and blueprints and provide cost estimates for all IM requirements.
- Provide a detailed cost estimate to the DGR within 5 calendar days of receipt of request.

5.2.1.2. The Contractor shall support crisis action activity

Conditions of Performance:

- IAW the Anti-Terrorism, Force Protection, or Severe Weather plans and upon declaration from the Emergency Operations Center.
- Services include the following:
 - Ensure all appropriate THREATCON measures are implemented within NEC-DA facilities.
 - Ensure all appropriate Information Operations Conditions (INFOCON) Program measures are implemented.

5.2.1.3. The Contractor shall review and update other NEC-DA management programs, plans, and reports.

Conditions of Performance:

- Report ISR/IT Metrics and provide data to the DGR.
- Provide input in support of the quarterly and annual Installation Status Report (ISR) to the DGR.
- Provide financial data IAW current Common Levels of Service specific service definitions to the DGR to support the Army Planning, Programming, Budgeting, Execution System (PPBES).
- Review current IT requirements and provide updates to the DGR for the IT Metrics database.

5.2.1.4. The Contractor shall provide recommendations and proposing updates for operational (short-range) and strategic (long-range) IM Planning.

Conditions of Performance:

- The Contractor shall review and provide suggested updates to the Command, Control, Communications, Computers, Infrastructure Systems Master Plan (C4ISMP).

5.2.1.5. The Contractor shall provide support for Life-Cycle Management (LCM) program.

Conditions of Performance:

- The Contractor shall submit an LCM plan for assets used in supporting operations.
- The Contractor shall provide reports to DGR for hardware and software assets used on the ICAN.

5.2.1.6. The Contractor shall develop, maintain, update, and publish a Problem and Incident Escalation Plan.

Conditions of Performance:

- The Contractor shall submit the Escalation Plan for DGR for review and approval.

5.2.1.7. Contractor shall perform maintenance and replacement/upgrade (Life Cycle Management) to non-core systems/services and core systems/services during the maintenance window, which is the 3rd weekend of each month (except for the month of September), Saturday 2300 to Sunday 0700. The Contractor shall provide written notification the designated Government personnel of actions to be accomplished twenty business days prior to the maintenance window.

Conditions of Performance:

- Provide an annual maintenance schedule for authorized of network equipment, hardware, operating systems, software, and applications within 45 days after the start of each contract year.

- Provide a draft user awareness message for disruption of service when core services are affected to the designated Government personnel 10 business days prior to maintenance window.
- Submit an after action report on the next business day after maintenance performed NLT 0730.

Quality and Timeliness Standards

RFP #	Requirement	Quality Standard	AQL	Timeliness Standard	AQL
5.2	BUSINESS				
5.2.1	Administration and Policy				
5.2.1.1.	The Contractor shall provide technical support for IM projects.	Provide accurate and reliable oversight	97%	By required suspense date	98%
5.2.1.2.	The Contractor shall support crisis action activity.	Provide timely, accurate and reliable support	98%	By required suspense date	99%
5.2.1.3.	The Contractor shall review and update other NEC-DA management programs, plans, and reports.	IAW CLS, PPBES, SBC, IT Metrics, and other program guidelines	98%	By required suspense date	99%
5.2.1.4.	The Contractor shall provide recommendations and proposing updates for operational (short-range) and strategic (long-range) IM Planning.	Provide accurate and reliable recommendations	98%	By required suspense date	98%
5.2.1.5.	The Contractor shall provide support for Life-Cycle Management (LCM) program	Provide timely, accurate and reliable support	97%	By required suspense date	98%
5.2.1.6.	The Contractor shall develop, maintain, update, and publish a Problem and Incident Escalation Plan.	Provide timely, accurate and reliable support	98%	By required suspense date	98%
5.2.1.8.	Contractor shall perform maintenance and replacement/upgrade (Life Cycle Management) to non-core systems/services and core systems/services during the maintenance window, which is the 3rd weekend of each month, Saturday 2300 to Sunday 0700.	Provide an annual maintenance schedule for authorized of network equipment, hardware, operating systems, software, and applications within 45 days after the start of each contract year.	As required	Provide a draft user awareness message for disruption of service when core services are affected to the designated Government personnel 10 business days prior to maintenance window.	98%

Workload Projections

RFP #	Requirement	Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
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RFP #	Requirement	Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
5.2.	BUSINESS						
5.2.2	COOP Development and Design Services						
5.2.1.1	The Contractor shall provide project management and staffing for IM projects	Approved projects	60	60	60	60	60
5.2.1.1	The Contractor shall provide technical support for IM projects.	Approved projects	60	60	60	60	60
5.2.1.2	The Contractor shall support crisis action activity.	Valid incidents	2	2	2	2	2
5.2.1.3	The Contractor shall review and update other NEC-DA management programs, plans, and reports.	Reports	12	12	12	12	12
5.2.1.3	The Contractor shall review and update other NEC-DA management programs, plans, and reports.	Reports	12	12	12	12	12
5.2.1.4	The Contractor shall provide recommendations and proposing updates for operational (short-range) and strategic (long-range) IM Planning.	Valid request	2	2	2	2	2
5.2.1.5	The Contractor shall provide support for Life-Cycle Management (LCM) program	Reports	4	4	4	4	4
5.2.1.5	The Contractor shall provide support for Life-Cycle Management (LCM) program	Valid request	24	24	24	24	24
5.2.1.6	5.1.1.5. The Contractor shall develop, maintain, update, and publish a Problem and Incident Escalation Plan.	Update & review plan	2	2	2	2	2
5.2.1.7	Contractor shall perform maintenance and replacement/upgrade (Life Cycle Management) to non-core systems/services and core systems/services during the maintenance window, which is the 3rd weekend of each month, Saturday 2300 to Sunday 0700.	Maintenance Windows	11	11	11	11	12

5.2.2. Continuity of Operations Plan (COOP) Development

The Contractor shall provide input and execute the COOP.

Conditions of Performance:

- COOP requirements provided as directed by NEC-DA IAW Department of Army (DA) Pamphlet 25-1-1, *Installation Information Services* (dtd 27 August 1991) and DOD Directive 5200.28, Security Requirements for Automated Information Systems (AIS) (dtd 21 March 1988).
- Includes restoring critical IT services and maintaining procedures to prepare for recovery of information in event of disasters.
- Under timeliness and conditions directed by the DGR, exercise COOP biannually.

Quality and Timeliness Standards

RFP #	Requirement	Quality Standard	AQL	Timeliness Standard	AQL
5.2.	BUSINESS				
5.2.2	COOP Development and Design Services				
5.2.2.1	The Contractor shall provide input and execute the COOP.	COOP meets standards	98%	Completed within 5 business days of annual requirement	99%

Workload Projections

RFP #	Requirement	Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
5.2.	BUSINESS						
5.2.2	COOP Development and Design Services						
5.2.2.1	The Contractor shall provide input and execute the COOP.	Plan approved and executed	2	2	2	2	2

5.3. Information Assurance Services.

(REQUIREMENTS WILL BE IDENTIFIED SEPERATELY WITHIN INDIVIDUAL TASK ORDERS.)

Provide necessary infrastructure and management services to protect information and information systems from unauthorized access and to protect the data within systems

5.3.1 - DoD Public Key Infrastructure (PKI) - Provide support for the Department of Defense (DoD) Public Key Infrastructure (PKI) service

5.3.2 - Communications Security (COMSEC) Service - Provide aspects of communications security (COMSEC) support as required.

5.3.3 - Risk Management/Accreditation/Certification Services - Provide DoD Information Assurance Certification and Accreditation Program (DIACAP) and Automated Information System Accreditation support for configuration and validation of security settings.

5.3.4 - Information Assurance (IA) Training. Provide Information Assurance training services and certification programs for network managers, systems administrators and other IT professionals per Army Regulation 25-2 and associated Best Business Practices (BBP).

5.3.5 Network Security Services - Plan, implement and manage a Defense in Depth for the total NEC-DA-managed network and/or enclaves. Provide Information Assurance Vulnerability Alert (IAVA) compliance and compliance monitoring of all network connected assets.

5.4. Automation Services

(REQUIREMENTS WILL BE IDENTIFIED SEPERATELY WITHIN INDIVIDUAL TASK ORDERS.)

Provide electronic messaging; database administrative services; desktop, software, and peripheral support services; web support services; file, print and mission server services; management of data network services; contingency and disaster recovery support services; and automation and network service support

5.4.1. Mail Messaging/Collaboration (E-mail) and Storage Services for unclassified and classified networks. Provide electronic messaging and directory support and electronic messaging application system development and maintenance support. Provide administration of common-user storage. Includes touch labor support.

5.4.2. Database Administration Services. Provide database planning, master file, data warehouse support, data mining services, development, administration and support for database software.

5.4.3. Desktop, Software, and Peripheral Support Services for unclassified and classified networks. Provide desktop, software, peripheral planning and support, imaging services, release management, and password management. Provide software/application development. Provide IT training. Includes touch labor.

5.4.4. Web Support Services. Provide web hosting operations and management services. Provide web site support and maintenance. Provide web page and web application planning, design, development and implementation. Provide proxy, caching, and web filtering service.

5.4.5. File, Print & Mission Server Support Services for unclassified and classified networks. Provide hardware and software support and planning to common-user servers (e.g., application, file, print). Provide server administration to common-user servers. Provide server administration to mission specific servers. Includes touch labor.

5.4.6. Management of Data Network Services for unclassified and classified networks. Provide network management planning and services for Campus Area Network (CAN); Provide network management planning and services for Wide Area Network (WAN) connectivity to include supporting the automated systems linked to the network; manage dial-in server and VPN access. Includes touch labor.

5.4.7. RESERVED

5.4.8. Automation & Network Continuity of Operations Plan (COOP) Support Services for unclassified and classified networks. Provide Disaster Recovery and COOP preparation and recovery services.

5.4.9. RESERVED

5.4.10. Automation and Network Service Support for unclassified and classified networks - Provide hardware, software, and telephone technical support for service requests and problem reporting; track, audit, and resolve issues.

5.4.11. Installation fixed and wireless data infrastructure services.

C6. REFERENCES

6.1 GENERAL INFORMATION

The Contractor will be offered all available publications and forms required for the execution of this PWS or Task Order. Issuance of additional publications and forms, and any updates to existing publications and forms applicable to this PWS or Task Order, will occur throughout the life of this PWS or Task Order. The Contractor may establish an account in the Standard Army Publication System (STARPUBS) for ordering publications and

forms throughout the life of this PWS or Task Order. The majority of Army publications and forms are also available online.

6.1.1. Applicable Documents. The Contractor shall identify and comply with all applicable federal, state, and local statutes at the task order level. The individual task orders will reflect pertinent manuals and instructions. It is the Contractor's responsibility to stay abreast of any changes that occur to the guidance. The government will make all policy and guidance available either electronically or in print.

6.1.2. Publications and forms that apply to this PWS and Task Orders are listed in subsection of C-6. The Contractor is obligated to follow those publications and use those forms. The Contractor shall be guided by those publications or use those forms to the extent necessary to accomplish requirements in this PWS or Task Order. The government at the start of the contract shall provide all publications and forms listed, or will provide access to the forms and publications listed through electronic means.

6.1.3. Supplements, amendments and/or replacements to listed publications from any organizational level may be issued during the life of the contract. The Contractor shall implement changes and notify the KO in writing of such change.

6.2 TYPES

The Contractor shall establish and update, as required, a file of all required publications and forms listed in this subsection as well as those cited in each Task Order. Supplements or amendments to listed publications from any organizational level may be issued during the life of the PWS.

6.3 PROVISIONS

The Contractor shall ensure that all publications and forms are posted and up-to-date. Upon completion of this PWS or a Task Order, the Contractor shall return to the Government all issued publications. The Contractor shall accomplish the tasks set forth in this PWS or a Task Order in accordance with the references listed and in accordance with the following guidelines:

- If there is a conflict between PWS Section C6 and the cited references, Section C shall take precedence.
- If there is a conflict between or among two or more such references, those issued by a higher authority shall take precedence over those issued by a lower authority; and between or among those issued at the same level of authority; those with a later date of issue shall take precedence over those with earlier dates of issue.
- Any task set forth in any such reference which calls for the exercise of discretionary Government authority that cannot be delegated shall be subject to the final approval of the Government official having such authority.
- All publications and forms will be current issue.

6.4 CORE PUBLICATIONS

POLICIES, GUIDELINES, & REGULATIONS

Documents are listed for information, reference, (military specifications and standards) and compliance purposes.

Reference	Mandatory or Advisory	Link or Print
Federal Policies, Guidelines, & Regulations		
Electronic Government Act of 2002	Mandatory	http://csrc.nist.gov/drivers/documents/
Presidential Directive PDD-63 Critical Infrastructure Protection	Mandatory	http://csrc.nist.gov/drivers/documents/
Federal Information Security Management Act	Mandatory	http://csrc.nist.gov/drivers/documents/
Office of Management and Budget Circular A-130, Appendix III, Security of Federal	Mandatory	http://csrc.nist.gov/drivers/documents/

Reference	Mandatory or Advisory	Link or Print
Automated Information Resources		
29 CFR 1910, Department of Labor, Occupational Safety and Health Act	Advisory	http://www.osha.gov/
29 CFR 1920, Department of Labor, Occupational Safety and Health Act	Advisory	http://www.osha.gov/
29 CFR 1926, Construction Regulations	Advisory	http://www.osha.gov/
29 CFR 1960, Department of Labor, Occupational Safety and Health Act	Advisory	http://www.osha.gov/
40 CFR, Protection of Environment	Advisory	http://www.osha.gov/
Department of Defense Policies, Guidelines, & Regulations		
Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance	Advisory	http://www.defenselink.mil/ -
Defense Information Technology Registry (DISR)	Advisory	https://disronline.disa.mil/
DOD Directive 3025.15, Military Assistance to Civil Authorities	Advisory	http://www.dtic.mil/whs/directives/index.html
DOD Directive 5100.76, Physical Security Review Board	Advisory	http://www.dtic.mil/whs/directives/index.html
DOD 5200.1-R, Information Security Program	Mandatory	http://www.dtic.mil/whs/directives/index.html
DOD 5220.22-M, National Industrial Security Program, Operating Manual	Advisory	http://www.dtic.mil/whs/directives/index.html
DOD Directive 5230.24, Distribution Statements on Technical Documents	Mandatory	http://www.dtic.mil/whs/directives/index.html
DOD Instruction 5200.40, Information Technology Security Certification and Accreditation (DITSCAP)	Advisory	http://www.dtic.mil/whs/directives/index.html
DOD Manual 5220.22, National Industrial Security Program Operating Manual	Mandatory	http://www.dtic.mil/whs/directives/index.html
DOD Directive 5230.25, Withholding of Unclassified Technical Data from Public Disclosure, Privacy Act of 1974	Mandatory	http://www.dtic.mil/whs/directives/index.html
DOD Directive 7740.1, DOD Information Resources Management Program	Advisory	http://www.dtic.mil/whs/directives/index.html
DOD Directive 8500.1, Information Assurance	Mandatory	http://www.dtic.mil/whs/directives/index.html
DOD Instruction 8500.2, Information Assurance Implementation	Mandatory	http://www.dtic.mil/whs/directives/index.html
Department of Defense 8510.1-M DITSCAP Application Manual	Advisory	http://www.dtic.mil/whs/directives/index.html
DOD 8570.1M, Information Assurance	Mandatory	http://www.dtic.mil/whs/directives/index.html

Reference	Mandatory or Advisory	Link or Print
Workforce Improvement Program,		
DOD Instruction 8580.1, Information Assurance in the Defense Acquisition System	Mandatory	http://www.dtic.mil/whs/directives/index.html
Department of the Army Policies, Guidelines, & Regulations		
Army Regulation 5-17, The Army Ideas of Excellence Program (AIEP)	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 11-2, Internal Management Controls	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 15-1, Boards, Commissions, and Committees-Committee Management	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 25-1, Army Information Management	Mandatory	http://www.army.mil/usapa/epubs/
Army Regulation 25-2, Information Assurance	Mandatory	http://www.army.mil/usapa/epubs/
Army Regulation 25-12, Communications Security Equipment Maintenance and Maintenance Training	Mandatory	http://www.army.mil/usapa/epubs/ --(Available ONLY from Army Knowledge On-Line. Click the available link to go to AKO web site.)--
Army Regulation 25-30, The Army Publishing and Printing Program	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 25-50, Preparing and Managing Correspondence	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 25-51, Official Mail and Distribution Management	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 25-52, Authorized Abbreviations, Brevity Codes, and Acronyms	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 25-55, The Department of the Army Freedom of Information Act Program	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 25-400-2, The Army Records Information Management System (ARIMS)	Mandatory	http://www.army.mil/usapa/epubs/
Army PAM 25-1-1, Information Technology Support and Services	Mandatory	http://www.army.mil/usapa/epubs/
Army PAM 25-1-2, Information Technology Contingency Planning	Mandatory	http://www.army.mil/usapa/epubs/
Army PAM 25-403, Guide to Recordkeeping in the Army	Mandatory	http://www.army.mil/usapa/epubs/
Army Regulation 190-5, Motor Vehicle Traffic Supervision	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 190-13, The Army Physical Security Program	Mandatory	http://www.army.mil/usapa/epubs/

Reference	Mandatory or Advisory	Link or Print
Army Regulation 190-16, Physical Security	Mandatory	http://www.army.mil/usapa/epubs/
Army Regulation 190-51, Security of Army Unclassified Property (Sensitive and Non-Sensitive)	Mandatory	http://www.army.mil/usapa/epubs/
Army Regulation 200-1, Environmental Protection and Enhancement	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 335-15, The Department of the Army Management Information Control System	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 340-21, The Army Privacy Program	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 380-5, Department of the Army Information Security Program	Mandatory	http://www.army.mil/usapa/epubs/
Army Regulation 380-40, Policy for Safeguarding and Controlling Communications, Security (COMSEC) Materials	Mandatory	http://www.army.mil/usapa/epubs/
Army Regulation 380-53, Information Systems Security Monitoring	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 380-67, DA Personnel Security Program	Mandatory	http://www.army.mil/usapa/epubs/
Army Regulation 381-12, Subversion and Espionage Directed against the United States Army (SAEDA)	Mandatory	http://www.army.mil/usapa/epubs/
Army Regulation 385-10, The Army Safety Program	Mandatory	http://www.army.mil/usapa/epubs/
Army Regulation 385-40, Army Accident Investigation Reporting	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 420-40, Historic Preservation	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 420-47, Solid Waste Management	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 525-13, Antiterrorism	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 525-13, Infrastructure Risk Management (Army)	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 600-63, Army Health Promotion	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 600-86, Army substance Abuse Program	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 700-139, Army Warranty Program	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 710-1, Centralized Inventory Management of the Army Supply	Advisory	http://www.army.mil/usapa/epubs/

Reference	Mandatory or Advisory	Link or Print
System		
Army Regulation 710-3, Inventory Management Asset and Transaction Reporting System	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 725-50, Requisitioning, Receipt and Issue System	Advisory	http://www.army.mil/usapa/epubs/
Army Regulation 735-5, Policies and Procedures for Property Accountability	Advisory	http://www.army.mil/usapa/epubs/
Army PAM 735-5, Financial Liability Officer's Guide	Advisory	http://www.army.mil/usapa/epubs/

6.5 CORE FORMS

FORM	TITLE	Link
DA Form 12-Series	Army Publications and Distribution	http://www.army.mil/usapa/eforms/
DA Form 17	Requisition for Publications or Blank Forms	http://www.army.mil/usapa/eforms/
DA Label 18-1	Mailing Label Without Indicia	http://www.army.mil/usapa/eforms/
DA Form 200	Transmittal Record	http://www.army.mil/usapa/eforms/
DA Form 272	Request of Vouchers to a Stock Record Account	http://www.army.mil/usapa/eforms/
DA Form 285A	U.S. Army Accident Investigation Report	http://www.army.mil/usapa/eforms/
DA Form 348	Equipment Operators Qualification Record (Except Aircraft)	http://www.army.mil/usapa/eforms/
DA Form 410	Receipt for Accountable Form	http://www.army.mil/usapa/eforms/
DA Form 444	Inventory Adjustment Report (AR)	http://www.army.mil/usapa/eforms/
DA Form 1045	Ideas for Excellence Program Proposal	http://www.army.mil/usapa/eforms/
DA Form 1222R	Routing Slip	http://www.army.mil/usapa/eforms/
DA Form 1594	Daily Staff Journal Duty Officer's Log	http://www.army.mil/usapa/eforms/
DA Form 1687	Notice of Delegation of Authority-Receipt for Supplies	http://www.army.mil/usapa/eforms/
DA Form 1818	Individual Property Pass	http://www.army.mil/usapa/eforms/
DA Form 2028	Recommend Changes to Publications and Blank Forms	http://www.army.mil/usapa/eforms/
DA Form 2062	Hand Receipt/Annex Number	http://www.army.mil/usapa/eforms/
DA Form 2064	Document Register for Supply Actions	http://www.army.mil/usapa/eforms/
DA Form 2404	Equipment Inspection and Maintenance Worksheet	http://www.army.mil/usapa/eforms/
DA Form 2407	Maintenance Request	http://www.army.mil/usapa/eforms/
DA Form 2407-1	Maintenance Request Continuation	http://www.army.mil/usapa/eforms/
DA Form 2765-Series	Request for Issue or Turn-In	http://www.army.mil/usapa/eforms/
DA Form 3161	Request for Issue or Turn-In	http://www.army.mil/usapa/eforms/
DA Form 3318	Record of Demands	http://www.army.mil/usapa/eforms/
DA Form 4283	Facilities Engineering Work Requests	http://www.army.mil/usapa/eforms/
DA Form 4755	Employee Report of Alleged Unsafe or Unhealthy Working Conditions	http://www.army.mil/usapa/eforms/
DA Form 4949	Administrative Adjustment Report	http://www.army.mil/usapa/eforms/
DA Form 5513-R	Key Control Register and Inventory	http://www.army.mil/usapa/eforms/

FORM	TITLE	Link
DA Label 18	Official Business Address Label	http://www.army.mil/usapa/eforms/
DA Label 18-1	Mailing Label w/o Indicia (Pinfeed)	http://www.army.mil/usapa/eforms/
DA Label 87	For Official Use Only Cover Sheet	http://www.army.mil/usapa/eforms/
DD Form 250	Material Inspection and Receiving Report	http://www.army.mil/usapa/eforms/
DD Form 254	Contracts Security Classification Specifications	http://www.army.mil/usapa/eforms/
DD Form 314	Preventive Maintenance and Schedule	http://www.army.mil/usapa/eforms/
DD Form 1351-2	Travel Voucher or Subvoucher	http://www.army.mil/usapa/eforms/
DD Form 1556	Request, Authorization, Agreement, Certification of Training and Reimbursement	http://www.army.mil/usapa/eforms/
DD Form 1662	DOD Property In The Custody of SPs	http://www.army.mil/usapa/eforms/
DD Form 2564	Annual Report-FOIA	http://www.army.mil/usapa/eforms/
OF 41	Routing and Transmittal Slip	http://www.army.mil/usapa/eforms/
OF 65 A, B, C	U.S. Government Message Envelopes	http://www.army.mil/usapa/eforms/
OF 346	US Government Motor Vehicle Operators Identification Card	http://www.army.mil/usapa/eforms/

SECTION G - CONTRACT ADMINISTRATION DATA

The following have been modified:

CONTRACT ADMINISTRATION DATA

G1. PRIMARY CONTRACTING OFFICE (PCO) INFORMATION

TACOM Contracting Center

Detroit Arsenal

6501 E. 11 Mile Road

Warren MI, 48397

Telephone: (586) 282-7463

Fax: (586) 282-7018

E-mail: sharon.a.lawrence@us.army.mil

Correspondence pertaining to the basic contract and Task Orders shall be directed to the above.

G2. CONTRACT ADMINISTRATION

2.1. The PCO is the only person authorized to make or approve any changes in any of the requirements of this contract and, notwithstanding any provisions contained elsewhere in this contract, the said authority remains solely with the PCO. Any changes will be formalized by proper contractual documents executed by the PCO. In the event the Contractor makes any changes at the discretion of any person other than the PCO, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase in the costs incurred as a result thereof.

2.2. Task Order (TO) administration is the responsibility of the PCO issuing the Task Order. In no event shall any understanding or agreement, contract modification, change order, or other matter in deviation from the terms of the TO between the Contractor and a person other than the PCO be effective or binding upon the Government. The PCO is the only person authorized to make or approve any changes in any of the requirements of the TO and, notwithstanding any provisions contained elsewhere in the TO, the said authority remains solely with the PCO. Any changes will be formalized by proper contractual documents executed by the PCO or the PCO. In the event the Contractor makes any changes at the discretion of any person other than the PCO, the change will be considered to

have been made without authority and no adjustment will be made in the contract price to cover any increase in the costs incurred as a result thereof.

G3. CONTRACTOR'S CONTRACT MANAGER

Upon award of the contract, the Contractor shall identify a single point of contact for contract administration issues as the Contract Manager and an Alternate to act in this person's absence.

G4. PROPOSED KEY PERSONNEL AND PROPOSED MINIMUM QUALIFICATIONS OF KEY PERSONNEL AND PROPOSED SUBCONTRACTORS.

Any proposed (a) key personnel, (b) minimum qualifications for incoming or replacement key personnel, and (c) subcontractors will be incorporated into the contract resulting from this solicitation and shall be limited to individuals, qualifications, and firms that were specifically identified and agreed to during negotiations or proposal if discussions are not held. The Contractor shall obtain the Contracting Officer's written consent before making any substitutions.

G5. WORK BY THE GOVERNMENT

The Government reserves the right to undertake performance by Government forces, for the same type or similar work as contracted herein, as the Government deems necessary or desirable, and to do so will not breach or otherwise violate this contract.

G6. CONTRACTING OFFICER'S REPRESENTATIVE (COR) DELEGATION AND AUTHORITY

COR delegations will be applicable to each TO and will be identified in writing to the Contractor.

G7. TASK ORDER PROCESS

A Task Order specifies and authorizes work to be accomplished by the Contractor to satisfy Government task requirements. The Task Order process is described in detail in Section H. Task orders issued under this contract will not be synopsized or competed. They will be priced no higher than the negotiated rates applicable to the schedule rates.

G8. INVOICE SUBMISSION

8.1. Unless an alternate method is identified in the TO, Wide Area Work Flow (WAWF) is the submission method for invoices. Refferance FAR 52.232-4007 WAWF. Specific submission information will be provided in the individual TOs. Backup documentation (time cards, quality reports, etc.), shall be submitted in a Microsoft Excel, Word or compatible format to the contracting office that issued the Task Order in the format required in the TO. Supporting documentation, such as time sheets, shall be sent electronically if possible. If not possible, time cards must be received by the 12th calendar day of the month. For purposes of this contract, time sheets will be signed by the customer agency showing receipt of the service. The Contractor shall render monthly itemized invoices, including backup documents, in arrears.

8.1.1. Labor-Hours Task Order. Detailed costs shall be provided in the following categories:

- (1) For labor hours, labor expended for each skill level. The amount invoiced shall include labor charges for actual hours worked and other actual expenses based upon contract rates.
- (2) Total labor charges
- (4) Travel and per diem charges. All receipts shall be included.
- (5) Total other direct costs. Invoice and receipts shall be included.
- (6) Total invoice amount

8.1.2. Fixed-Price Task Order. Payment requests will be based on the payment schedule shown in the Task Order.

8.1.3. For reimbursable charges such as equipment, travel, per diem and other direct costs, invoices shall reflect the Contractor's actual expense for the item (plus allowable markup if applicable). These reimbursable charges must be accompanied by receipts. Receipts for travel and per diem will be submitted as required by the Joint Travel Regulations.

G9. PAYMENT OF INVOICES

9.1. Payment of invoices will be made based on the following:

9.1.1. Negotiated monthly payment schedule

9.1.2. Level of effort

9.1.3. Fixed-price in accordance with the payment schedule of the individual Task Order

9.1.4. Cost reimbursement for applicable CLINS

9.2. If supplies or services are rejected for failure to conform to the technical requirements of the contract, or any other contractually legitimate reason, the Contractor will not be paid, or will be paid an amount negotiated by the PCO.

9.3. Payment for Overtime:

9.3.1. Overtime payments for non-exempt employees (Service Contract Act/hourly) are unallowable except when authorized by the Task Order to meet Task Order requirements on a bona fide exigency basis. The Government will not authorize overtime to compensate for shortcomings in Contractor performance. Overtime for exempt employees (professional/salaried) is not authorized.

9.3.2. If permitted, the rate of compensation to the Contractor for any overtime will be stated in the Task Order.

9.3.3. Shift Differential: Shift differential, if required, will be paid in accordance with the terms of the Task Order. There will be no reimbursement by the Government for shift differential for any Contractor employees without prior approval of the PCO.

9.3.4. Reimbursement for travel expenses:

9.3.4.1. Contractor will be reimbursed for travel and per diem expenses as specifically authorized in a Task Order. Charges cannot exceed those stipulated in the Joint Travel Regulations unless documented by conditions listed in FAR 31.205-46, Travel Costs.

9.3.4.2. All travel estimates will be approved in advance by the PCO. No travel is authorized without prior approval.

9.3.4.3. Travel actual expenses (settlement) will be approved by the PCO prior to submission with invoice. A copy of the settlement approval will be provided with the invoice.

9.3.4.4. Limits on travel rates for food and lodging are determined in accordance with Joint Travel Regulations. Upon request, the Contractor shall furnish schedules and mode of transportation to the Government.

G10. POST AWARD ORIENTATION CONFERENCE

10.1. A post-award orientation conference may be scheduled within 30 days following contract award. Any such conference will be conducted by the PCO, who is located at the Detroit Arsenal TACOM in Warren MI.

10.2. The purpose of a conference will be to familiarize the Contractor with:

10.2.1. Contract administration procedures, contract modifications, Task Orders, reports, invoicing, payment, etc.

10.2.2. Government ordering system and documents.

10.2.3. Contract clarifications.

10.2.4. Contract requirements and expectations, quantities, deliveries, service and supply response, and communications.

10.3. The conference will be structured to achieve a clear and mutual understanding of all contractual administrative requirements and to identify any potential problem areas. All costs associated with the attendance at this conference shall be incidental to the contract and not separately billed.

G11. CONTRACT REPORTS (Deliverables). All costs associated with the deliverables of this contract shall be incidental to the contract and not separately billed.

G12. PAST PERFORMANCE EVALUATION. This contract is subject to a performance evaluation. Following the end of each contract period and at contract completion, a Government evaluation shall be forwarded to the Contractor by the PCO. All Task Orders issued for greater than \$100,000 will have a performance evaluation generated by the PCO. The Contractor may submit written comments, if any, within the time period specified in the evaluation transmittal. The Contractor's comments shall be considered in the issuance of the final evaluation document. Any disagreement between the parties regarding the evaluation shall be forwarded to the PCO. The final evaluation of the Contractor's performance is the decision of the PCO. A copy of the final performance evaluation report will be sent to the Contractor and to the Government's past performance database at www.ppirs.gov.

SECTION I - CONTRACT CLAUSES

The following have been added by full text:

52.215-4502 PARTNERING (MAY 1999)

(a) In an effort to most effectively accomplish the objectives of this contract, it is proposed that the Government, the contractor, and its major subcontractors engage in the Army Materiel Command (AMC) Model Partnering process.

(b) Participation in the AMC Model Partnering process is entirely voluntary and is based upon a mutual commitment between Government and industry to work cooperatively as a Team to identify and resolve problems and facilitate contract performance. The primary objective of the process is providing the American soldier with the highest quality supplies/services on time and at a reasonable price. It is a relationship that is based upon open and continuous communication, mutual trust and respect, and the replacement of the "us vs. them" mentality of the past with a "win-win" philosophy for the future. Partnering also promotes synergy, creative thinking, pride in performance, and the creation of a shared vision for success.

(c) After contract award, the Government and the successful offeror will decide whether or not to engage in the AMC Model Partnering process. Accordingly, offerors shall not include any anticipated costs associated with the

implementation of the AMC Model Partnering process in their proposed cost/price (e.g. cost of hiring a facilitator and conducting the Partnering Workshop). If the parties elect to partner, any costs associated with that process shall be identified and agreed to after contract award.

(d) The establishment of a Partnering arrangement does not affect the legal responsibilities or relationship of the parties and cannot be used to alter, supplement or deviate from the terms of the contract. Any changes to the contract must be executed in writing by the Contracting Officer.

(e) Implementation of this Partnering relationship will be based upon the AMC Model Partnering process, as well as the principles and procedures set forth in the AMC Partnering Guide.

(End of provision)

The following have been modified:

52.216-19 ORDER LIMITATIONS. (OCT 1995)

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than **\$1,000**, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum order. The Contractor is not obligated to honor:

(1) Any order for a single item in excess of \$5,000,000.00;

(2) Any order for a combination of items in excess of \$5,000,000.00; or

(3) A series of orders from the same ordering office within 30 days that together call for quantities exceeding the limitation in subparagraph (1) or (2) above.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) above.

(d) Notwithstanding paragraphs (b) and (c) above, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 10 days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of clause)

SECTION L - INSTRUCTIONS, CONDITIONS AND NOTICES TO BIDDERS

The following have been modified:

INSTRUCTIONS AND CONTENT

SECTION L - INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

L.1 PROPOSAL INSTRUCTIONS, CONTENT AND NOTICES

L.1.1 The Offeror shall submit an electronic proposal via ASFI as specified below in L.2.1. All proposal information must be in the English language and priced in U.S. dollars. The proposal shall include a volume for each evaluation factor, and a DUNS number in accordance with L.1.1.2 below:

L.1.1.1 One copy of the solicitation shall be signed by an authorized person on behalf of the offeror upon submission.

L.1.1.2 Offeror Representations and Certifications -- Commercial Items (Jun 2008)

An offeror shall provide their Data Universal Numbering System (DUNS) Number in Volume I so the government team can verify that the offeror has completed the annual representations and certificates electronically at <http://orca.bpn.gov> (See clause entitled, Offeror Representations and Certificates – Commercial Items (FAR 52.212-3) in Contract Clauses and Regulations).

L.1.1.3 Site Tour and Pre-proposal Conference – A site tour will be held on June 24th 2010 at U.S. Army TACOM Detroit Arsenal, 6501 E. 11 Mile Road Warren MI, 48397 from 1:00 pm to approximately 3:00 pm. Reservations are mandatory and can be made by email ONLY to Daniel Orlando at daniel.orlando@us.army.mil or Jennifer DeCoster at jennifer.decoaster@us.army.mil no later than 1:30 pm June 21st 2010. Interested parties will be required to obtain temporary identification and vehicle passes at the visitor control center prior to receiving base access (please bring current and valid vehicle registration and insurance) Individuals will then proceed to the meeting location which will be located in the basement of building 229 – Cafeteria. Interested parties are also strictly limited to bring no more than one other individual (total of two individuals per company).

L.1.2 Organizational Conflict of Interest.

L.1.2.1 The provisions of FAR 9.5, "Organizational Conflict of Interest" (OCI), applies to any award under this solicitation. Potential offerors should review their current and planned participation in any other Government contracts, subcontracts, consulting, or teaming arrangements where they may be in a position of actual or perceived bias or unfair competitive advantage. A common example with the potential for OCI is where an entity performs work both as a system contractor/subcontractor and as a Government support contractor for Government offices involved in (fill-in current acquisition) or related programs.

L.1.2.2 Offerors should disclose any potential OCI situations to the Contracting Officer as soon as identified including prior to proposal submission. The disclosure should include the facts and an analysis of the actual or perceived conflict and a recommended approach(es) to neutralize or mitigate the potential conflict. The preferred approach to potential conflicts is to negate/obviate the conflict. Mitigation is considered only if it is not practical to negate/obviate the conflict. The Contracting Officer will promptly respond to resolve any potential conflicts.

L.2. Proposal Instructions, Format and Content

L.2.1 Proposal Submission Procedures. Proposals shall be submitted through the Army Single Face to Industry (ASFI) Bid Response System in accordance with the instructions at <http://contracting.tacom.army.mil/acqinfo/ebidnotice.htm>. No hard copies or email proposals will be accepted.

L.2.2 The Offeror's proposal shall be submitted in three separate volumes as set forth below. All proposal information must be in the English language. Font size must be no smaller than 10 point with margins no less than 1 inch (top, bottom, left and right) excluding headers, footers, and page numbers. Each volume shall have numbered pages and include a (i) title page (ii) table of contents (iii) list of tables and figures. Offerors are not authorized to include in the proposal, citations for, or linkages to websites. The proposal should be accompanied by an electronic cover letter that identifies all enclosures transmitted in the message. Extreme care and attention should be given to ensure that all required items are included in the proposal. Collateral material (brochures and catalogs) may be sent electronically as an attachment in the e-mail message. A Proposal Executive Summary or transmittal letter is optional and will not be considered as part of the responses called for in the proposal volumes required below,

unless referenced therein. If a Proposal Executive Summary or transmittal letter is submitted, it must be as a separate volume from the volumes set forth below and it is recommended to be no more than five (5) pages.

L.2.2.1 Volume I – Evaluation Factor 1: Technical

L.2.2.2 Volume II-Evaluation Factor 2: Cost/Price

L.2.2.3 Volume III- Proposal Terms and Conditions Volume

L.2.3. All or None. Offers in response to this solicitation must be submitted for all the requirements identified in the solicitation. Offers submitted for less than all the requirements called for by this solicitation may be rejected.

L.2.4. Proposals shall conform to the requirements of this solicitation; no alternate proposals will be considered for this procurement.

L.3 Proposal Volume Contents

L.3.1 Volume I- Evaluation Factor 1: Technical

L.3.1.1 The Technical Proposal shall, as described below, be composed of two (2) Subfactors: Experience, and Phase-in.

L.3.2 Subfactor 1 – Experience. Under this Experience Factor, the Government will evaluate the recent and relevant experience of only the Prime Offeror. The Offeror shall neither submit, nor will the Government consider in its Experience Factor evaluation, any contracts from other than the Prime Offeror. For purpose of this evaluation, the Prime Offeror is considered to include the Prime Offeror itself, any parent company of the Prime Offeror performing information technology support services, and any other divisions within the Prime Offeror's parent company producing performing information technology support services. The Offeror's Experience proposal volume shall consist of the following:

L.3.2.1 The Offeror shall identify no more than six (6) of the Prime Offeror's recent and relevant contracts, as specified below.

L.3.2.2 Recent Contracts. Recent Contracts are those performed by the Prime Offeror within three years of the date of issuance of this RFP.

L.3.2.3 Relevant Contracts. Relevant Contracts are those contracts performed by the Prime Offeror which are similar in requirements as explained below in paragraph L.3.3.

L.3.3 The Offeror shall provide information about the Prime Offeror's Government and commercial contracts for information technology support services which demonstrate recent and relevant experience to the following requirements described below:

L.3.3.1 Electronic Mail (E:Mail) Services as follows:

L.3.3.1.1 Distribution of E-mail messages to 8,000 individuals

L.3.3.1.2 Administration and maintenance of E-mail accounts for both local and remote users.

L.3.3.1.3 Maintenance of support computers such as servers.

L.3.3.1.4 Testing of new hardware and software capabilities; including electronic messaging, directory, and maintenance support.

L.3.3.2 Data Base Support Services as follows:

L.3.3.2.1 Database, master file, and data warehouse support.

L.3.3.2.2 Administration and support for standard database software.

L.3.3.2.3 Database Administration (DBA) support for MS SQL and Oracle database applications.

L.3.4 For each of the recent/relevant contracts identified by the Prime Offeror, the Offeror shall provide the following:

- a) Contract number
- b) Government or commercial contracting activity address, telephone number and email address
- c) Procuring Contracting Officer's (PCO's) name, telephone number and email address
- d) Administrative Contracting Officer's (ACO's) name, telephone number and email address
- e) Government or commercial contracting activity technical representative, or COR, name, telephone number and email address
- f) Copies of all scope of work/purchase description paragraphs of the Contracts reflecting experience which is relevant to the requirements cited in paragraphs L.3.3.1 – L.3.3.2.2.
- g) Discussion of specific similarities between these recent/relevant contracts scopes of work and purchase descriptions and the requirements specified in L.3.3. Failure to provide the information requested under paragraph L.3.4 (a-g) so that the Government can verify claimed experience may result in a determination that the Offeror's proposal is unacceptable and the elimination of the proposal from consideration for award.

L.3.4.1 Cross-Reference Matrix. The Offeror shall also complete the matrix at Section J Attachment 2 of the RFP.

L.3.4.2. The Offeror shall identify recent/relevant contracts under each of the PD requirements set forth under L.3.3 by placing an (X) in each applicable matrix box.

L.3.5 Subfactor – 2 Phase-In. The offeror's Phase-in proposal shall address its approach for timely accomplishing phase in activities to ensure successful commencement of full information technology support services upon completion of the Phase-in period. The Phase-In Plan should address the following considerations:

L.3.5.1 Staffing Plan to include personnel commitments

L.3.5.2 Resumes of the Corporate Program Manager and Corporate Project Manager

L.3.5.3 Time Phased Critical Path to accomplish Transition/Phase In

L.3.5.3.1 The Offeror will provide TPCP detailing all the steps necessary for a seamless transition/phase-in for all services described in the Task Orders, "Automation" and "Information Assurance". The transition/phase-in period should be planned for not more than thirty days beyond Task Orders, "Automation" and "Information Assurance" award. The Offeror's TPCP will address the key events necessary to ensure timely transition/phase-in. The Offeror shall at a minimum address the following elements:

L.3.5.3.1.1 Recruitment

L.3.5.3.1.2 Hiring

L.3.5.3.1.3 Training

L.3.5.3.1.4 Travel

L.3.5.3.1.5 'Hand-Off' of work from the incumbent to the new contractor The incumbent will transfer custody of all GFP, GFE, and any equipment that was acquired during performance of the current Contract W91QUZ04D0001 – BPA1, to the new Contractor within 30 days of Contract award.

L.3.5.3.2 Information given in the TPCP should correlate to the information provided in the Staffing Plan Matrix described in Paragraph L.3.5.4 below, and to the pricing information required by paragraph L.3.6 and its subparagraphs. Each TPCP element should have an accompanying narrative that provides the rationale and logic for the schedule. This narrative will explain the basis of the sequence of events and the relationship between the events. In addition to the narrative, Offeror will propose a lump sum cost that will cover all of the associated TPCP elements listed above, through the completion of the Attachment 1 worksheet "Pricing Worksheet" Phase-In tab. The proposed Phase-In cost will be used as a ceiling price for the Transition/Phase-In period of the contract effort under the Task Orders, "Automation" and "Information Assurance".

L.3.5.4 The Offeror will provide a Staffing Plan/Matrix, at a minimum address the following elements:

L.3.5.4.1 Provide a detailed status of your staffing plan to fill the positions needed to perform the Task Orders, "Automation" and "Information Assurance".

Labor categories are provided at Exhibit 6 for your reference. The positions listed in this Exhibit address the specific positions that must be staffed. Your staffing plan should address the current status of effort to recruit employees to fill all positions specified in Exhibit 6. Information given in the Staffing Plan Matrix should correlate to the pricing information required by paragraph L.3.6 and its subparagraphs.

L.3.5.4.2 Letters of Commitment should contain the following information:

L.3.5.4.2.1 Commitment to Accept a Job Offer to perform under this Contract (if Offeror is awarded a Contract).

L.3.5.4.2.2 Current Employer

L.3.5.4.2.3 Contract Start Date

L.3.5.4.2.4 Security Clearance Status

L.3.6 Volume II- Evaluation Factor 2: Cost/Price

L.3.6.1 Assumptions for Proposal Preparation. Offerors shall prepare their proposal on the following assumptions to facilitate the Government's evaluation:

L.3.6.1.1 Labor.

L.3.6.1.1.1 Labor Hours. For the Attachment 1 worksheets "Pricing Worksheet" the Government has estimated Labor Hours for each labor category for each of the 5 ordering periods. Assume that the estimated hours in each performance period's labor categories and work locations will be evenly spread across the months of that performance period. Attachment 1 worksheets "Pricing Worksheet" the Offeror will fill-in proposed labor rates for each proposed labor category.

L.3.6.1.2 Travel. Travel is a direct reimbursable, no action is required regarding travel.

L.3.6.1.3 Transition/Phase-In. The Government assumes that some efforts under this contract may require a transition/phase-in process, as effort is 'handed-off' from the incumbent Contractor. The proposed cost will align with the TPCP element narratives and the information submitted in response to L.3.5.4.1 and its subparts.

L.3.6.2 Broad Contract Line Item Number (CLIN) Groups. As task orders are awarded, work will be accomplished and/or costs will be charged under four (4) broad CLIN groups, as follows:

L.3.6.2.1 Fixed Labor Rates. Labor associated with Transition/Phase-In will be charged to the Transition/Phase-In CLIN.

L.3.6.2.2 Direct Reimbursable Travel.

L.3.6.2.3 Direct Reimbursable Expense (Other Direct Costs).

L.3.6.2.4 Transition/Phase-In. Direct costs incurred while assuming services under the current Information Technology Support effort. The Government expects that some efforts under this contract will require transition/phase-in process. The Offeror is expected to identify the transition/phase-in cost in the phase-in tab of Attachment 1 Pricing Worksheet. The proposed cost should be aligned with the TPCP informational element narratives and costs proposed in response to the information submitted in L.3.5.4.1 and its subparts.

L.3.6.3 Attachment 1 workbook. Offerors are required to fill in all of the worksheets in the pricing workbook in Attachment 1; “Year 1 Labor”, “Year 2 Labor”, “Year 3 Labor”, “Year 4 Labor”, “Year 5 Labor”, and “Phase-In”. The worksheet “Totals” is designed to sum the proposed amounts for each worksheet with in Attachment 1. No Offeror entries may be made on this “Totals” worksheet. All values on this worksheet will be populated by formulas, including using links to other worksheets in this workbook. Offerors must complete the fill-ins in the six (6) other worksheets in this workbook for all proposed values to appear on this summary. Instructions are provided in the following paragraphs, and also in the worksheets themselves.

L.3.6.3.1 The worksheets “Year 1 Labor”, “Year 2 Labor”, “Year 3 Labor”, “Year 4 Labor”, and “Year 5 Labor” are designed to calculate Hourly Rates which the successful Offeror will charge as billing rates for labor for the corresponding labor categories. For all labor categories, those worksheets contain fill-ins for employee base pay per hour. Those worksheets also contain fill-ins for Overhead, General and Administrative, and Profit or Fee the Offeror shall indicate them for each labor categories. The Attachment 1 worksheet “Phase-In” also includes fill-ins for a Total Base Labor Hours, and a Cumulative rate. This Cumulative rate shall include all Travel and Other Direct Cost (ODC) associated with Phase-In.

L.3.6.3.2 Labor Pricing. The Offeror’s proposed hourly rates are multiplied (in a locked formula) times the Government-estimated hours in the worksheets “Year 1 Labor”, “Year 2 Labor”, “Year 3 Labor”, “Year 4 Labor”, and “Year 5 Labor” resulting in proposed prices for the hours by labor category. The prices for the various labor categories for all periods are summed (in a locked formula) resulting in a total proposed price for Labor in the subsequent worksheets.

L.3.6.3.3 Transition/Phase-In. The offeror shall not place any information in section B of this solicitation. All of the required information shall be entered into Attachment 1, Pricing Worksheet “Phase-In” tab. The resulting Phase-In lump sum cost shall represent the proposed cost associated with a transition/phase-in period. This shall allow all current efforts required by Task Orders, “Automation” and “Information Assurance” currently performed by the incumbent contractor to transitioned to the awardee.

L.3.6.3.4 Contract Manpower Reporting. The offeror shall not place any information in section B of this solicitation. All of the required information shall be entered into Attachment 1, Pricing Worksheet “CMR” tab. If the offeror will be not separately pricing this CLIN please indicate with the letters NSP on the correlating cell of Attachment 1, Pricing Worksheet “CMR” tab. The resulting CMR sum shall represent the proposed cost associated with the requirements under FAR 52.237-4000 CMR annual reporting. Contract Manpower Reporting shall be made by the contractor and shall be submitted to the secure website <https://cmra.army.mil/>. Instructions can be found at this web site.

Volume III – Proposal Terms and Conditions

L.3.7. Offeror shall complete the Representations, Certifications and Other Statements as required by section K.

(End of Summary of Changes)